lenovo

ThinkCentre M83z
Hardware Maintenance Manual

Machine Types: 10C2 and 10C3

Note: Before using this information and the product it supports, be sure to read the general information under Appendix A “Notices” on page 125.

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About this manual

This manual provides service and reference information for ThinkCentre® computers listed on the front cover.

Chapter 6 “Symptom-to-FRU index” on page 59 and Chapter 9 “Additional service information” on page 121 are not specific to any machine type and are applicable to all ThinkCentre computers.

For major Field Replaceable Units (FRU) locations and Customer Replaceable Unit (CRU) identification, see Chapter 7 “Locations” on page 65.

For FRU replacement instructions, see Chapter 8 “Replacing FRUs” on page 73.

For FRU part numbers, go to:
http:/www.lenovo.com/serviceparts-lookup

Important: This manual is intended only for trained service technicians who are familiar with ThinkCentre computers. Use this manual along with the advanced diagnostic tests to troubleshoot problems effectively. Before servicing a ThinkCentre computer, be sure to read and understand Chapter 1 “Safety information” on page 1.

Chapter 1. Safety information

This chapter contains the safety information that you need to be familiar with before servicing a computer.

General safety

Follow these rules to ensure general safety:

- Observe good housekeeping in the area of the machines during and after maintenance.
- When lifting any heavy object:
  1. Ensure you can stand safely without slipping.
  2. Distribute the weight of the object equally between your feet.
  3. Use a slow lifting force. Never move suddenly or twist when you attempt to lift.
  4. Lift by standing or by pushing up with your leg muscles; this action removes the strain from the muscles in your back.

     Attention:

     Do not attempt to lift any objects that weigh more than 16 kg (35 lb) or objects that you think are too heavy for you.
- Do not perform any action that causes hazards to the customer, or that makes the equipment unsafe.
- Before you start the machine, ensure that other service representatives and the customer's personnel are not in a hazardous position.
- Place removed covers and other parts in a safe place, away from all personnel, while you are servicing the machine.
- Keep your tool case away from walk areas so that other people will not trip over it.
- Do not wear loose clothing that can be trapped in the moving parts of a machine. Ensure that your sleeves are fastened or rolled up above your elbows. If your hair is long, fasten it.
- Insert the ends of your necktie or scarf inside clothing or fasten it with a nonconductive clip, approximately 8 centimeters (3 inches) from the end.
- Do not wear jewelry, chains, metal-frame eyeglasses, or metal fasteners for your clothing.
  Remember: Metal objects are good electrical conductors.
- Wear safety glasses when you are: hammering, drilling, soldering, cutting wire, attaching springs, using solvents, or working in any other conditions that might be hazardous to your eyes.
- After service, reinstall all safety shields, guards, labels, and ground wires. Replace any safety device that is worn or defective.
- Reinstall all covers correctly before returning the machine to the customer.

Electrical safety

CAUTION:
Electrical current from power, telephone, and communication cables can be hazardous. To avoid personal injury or equipment damage, disconnect the attached power cords, telecommunication

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systems, networks, and modems before you open the computer covers, unless instructed otherwise in the installation and configuration procedures.

Observe the following rules when working on electrical equipment.

Important: Use only approved tools and test equipment. Some hand tools have handles covered with a soft material that does not insulate you when working with live electrical currents. Many customers have, near their equipment, rubber floor mats that contain small conductive fibers to decrease electrostatic discharges. Do not use this type of mat to protect yourself from electrical shock.

- Find the room emergency power-off (EPO) switch, disconnecting switch, or electrical outlet. If an electrical accident occurs, you can then operate the switch or unplug the power cord quickly.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Disconnect all power before:
  - Performing a mechanical inspection
  - Working near power supplies
  - Removing or installing Field Replaceable Units (FRUs)
- Before you start to work on the machine, unplug the power cord. If you cannot unplug it, ask the customer to power-off the wall box that supplies power to the machine and to lock the wall box in the off position.
- If you need to work on a machine that has exposed electrical circuits, observe the following precautions:
  - Ensure that another person, familiar with the power-off controls, is near you.
    Remember: Another person must be there to switch off the power, if necessary.
  - Use only one hand when working with powered-on electrical equipment; keep the other hand in your pocket or behind your back.
    Remember: There must be a complete circuit to cause electrical shock. By observing the above rule, you may prevent a current from passing through your body.
  - When using a tester, set the controls correctly and use the approved probe leads and accessories for that tester.
  - Stand on suitable rubber mats (obtained locally, if necessary) to insulate you from grounds such as metal floor strips and machine frames.

  Observe the special safety precautions when you work with very high voltages; these instructions are in the safety sections of maintenance information. Use extreme care when measuring high voltages.
- Regularly inspect and maintain your electrical hand tools for safe operational condition.
- Do not use worn or broken tools and testers.
- *Never assume* that power has been disconnected from a circuit. First, *check* that it has been powered-off.
- Always look carefully for possible hazards in your work area. Examples of these hazards are moist floors, nongrounded power extension cables, power surges, and missing safety grounds.
- Do not touch live electrical circuits with the reflective surface of a plastic dental mirror. The surface is conductive; such touching can cause personal injury and machine damage.
- Do not service the following parts with the power on when they are removed from their normal operating places in a machine:
  - Power supply units
  - Pumps
  - Blowers and fans
  - Motor generators

  and similar units. (This practice ensures correct grounding of the units.)
- If an electrical accident occurs:

– Use caution; do not become a victim yourself.
– Switch off power.
– Send another person to get medical aid.

Safety inspection guide

The intent of this inspection guide is to assist you in identifying potentially unsafe conditions on these products. Each machine, as it was designed and built, had required safety items installed to protect users and service personnel from injury. This guide addresses only those items. However, good judgment should be used to identify potential safety hazards due to attachment of features or options not covered by this inspection guide.

If any unsafe conditions are present, you must determine how serious the apparent hazard could be and whether you can continue without first correcting the problem.

Consider these conditions and the safety hazards they present:

- Electrical hazards, especially primary power (primary voltage on the frame can cause serious or fatal electrical shock).
- Explosive hazards, such as a damaged CRT face or bulging capacitor
- Mechanical hazards, such as loose or missing hardware

The guide consists of a series of steps presented in a checklist. Begin the checks with the power off, and the power cord disconnected.

Checklist:

1. Check exterior covers for damage (loose, broken, or sharp edges).
2. Power-off the computer. Disconnect the power cord.
3. Check the power cord for:
   a. A third-wire ground connector in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and frame ground.
   b. The power cord should be the appropriate type as specified in the parts listings.
   c. Insulation must not be frayed or worn.
4. Remove the cover.
5. Check for any obvious alterations. Use good judgment as to the safety of any alterations.
6. Check inside the unit for any obvious unsafe conditions, such as metal filings, contamination, water or other liquids, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Check that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Handling electrostatic discharge-sensitive devices

Any computer part containing transistors or integrated circuits (ICs) should be considered sensitive to electrostatic discharge (ESD). ESD damage can occur when there is a difference in charge between objects. Protect against ESD damage by equalizing the charge so that the machine, the part, the work mat, and the person handling the part are all at the same charge.

Notes:

1. Use product-specific ESD procedures when they exceed the requirements noted here.
2. Make sure that the ESD protective devices you use have been certified (ISO 9000) as fully effective.

When handling ESD-sensitive parts:

- Keep the parts in protective packages until they are inserted into the product.
- Avoid contact with other people while handling the part.
- Wear a grounded wrist strap against your skin to eliminate static on your body.
- Prevent the part from touching your clothing. Most clothing is insulative and retains a charge even when you are wearing a wrist strap.
- Use the black side of a grounded work mat to provide a static-free work surface. The mat is especially useful when handling ESD-sensitive devices.
- Select a grounding system, such as those listed below, to provide protection that meets the specific service requirement.

  Note: The use of a grounding system is desirable but not required to protect against ESD damage.

  – Attach the ESD ground clip to any frame ground, ground braid, or green-wire ground.
  – Use an ESD common ground or reference point when working on a double-insulated or battery-operated system. You can use coax or connector-outside shells on these systems.
  – Use the round ground-prong of the ac plug on ac-operated computers.

Grounding requirements

Electrical grounding of the computer is required for operator safety and correct system function. Proper grounding of the electrical outlet can be verified by a certified electrician.

Safety notices (multi-lingual translations)

The caution and danger safety notices in this section are provided in the following languages:

- English
- Arabic
- Brazilian/Portuguese
- Chinese (simplified)
- Chinese (traditional)
- French
- German
- Hebrew
- Italian
- Korean
- Spanish

DANGER

Electrical current from power, telephone and communication cables is hazardous.

To avoid a shock hazard:

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedure**s.
- **Connect and disconnect cables as described in the following tables when installing, moving, or opening covers on this product or attached devices.**

To Connect	To Disconnect
1. Turn everything OFF. 2. First, attach all cables to devices. 3. Attach signal cables to connectors. 4. Attach power cords to outlet. 5. Turn device ON.	1. Turn everything OFF. 2. First, remove power cords from outlet. 3. Remove signal cables from connectors. 4. Remove all cables from devices.

CAUTION:
When replacing the lithium battery, use only Part Number 45C1566 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of. *Do not:*

- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

Dispose of the battery as required by local ordinances or regulations.

CAUTION:
When laser products (such as CD-ROMs, DVD-ROM drives, fiber optic devices, or transmitters) are installed, note the following:

- **Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.**
- **Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.**

DANGER

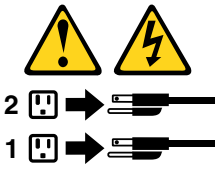
Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following:

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

≥18 kg (37 lb) ≥32 kg (70.5 lb) ≥55 kg (121.2 lb)

CAUTION:
Use safe practices when lifting.

CAUTION:
The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



خـــطر

التيـار الكـهربـي المـوجـود بمصـدر الطـاقـة أو أجـهزة التليفـون أو أسـلاك الإتـصالات يشـكل خـطورة.

لـتفادي مخـاطـر الصـدمـات الكـهربـائـية:

لا تحاول توصيل أو فصل أي أسـلاك أو القـيام بعـمليـات تـركيب أو صـيانـة أوإعـادة توصـيف لـهذا المنتج أثـناء وجـود عاصـفة كـهربـائـية.

يجـب تـوصـيل كـل أسـلاك الكـهربـاء فـي مخـارج كـهربـاء ذات تـوصـيلات أسـلاك وتـوصـيلات أرضـية صحيـحة
يجـب تـوصـيل أي جـهاز سـيتم الحـاقه بـهذا المـنتج فـي مخارج كـهربـاء ذات تـوصـيلات أسـلاك صحيحة.

وإن أمـكن يـجب اسـتخدام يـد واحـدة فـقط فـي تـوصـيل أو فصـل أسلاك الإشـارة.

لا تحـاول تشغـيل أي جـهاز إذا كـان هنـاك أثـر لحـرق أو مـياه أو تـلف بالمكـونـات
يجـب فصـل أسـلاك الكـهربـاء وأنـظمة الاتصـالات وشـبكات الاتصـال وأجـهزة المـودم الملحـقة قـبل فـتح أغطية الجهاز، مـالـم يـتم طـلب خـلاف ذلك فـي التـعليـمات الخـاصة بالتـركيب والتـوصـيف.
قم بتوصيل وفصل الأسلاك كما هو موضح في الجدول التالي وذلك عند القيام بعمليات التركيب أو النقل أو فتح أغطية هذا المنتج أو الأجهزة الملحقة.

للتوصيل:	للفصل:
قم بإيقاف كل شيء.	قم بإيقاف كل شيء.
أولا، قم بتوصيل كل الأسلاك بالأجهزة.	أولا، قم بفصل كل أسلاك الكهرباء من المخرج.
قم بتوصيل أسلاك الإشارة في لموصلات.	قم بفصل أسلاك الإشارة من الموصلات.
قم بتوصيل أسلاك الكهرباء في المخارج.	قم بفصل كل الأسلاك من الأجهزة.
قم بتشغيل الجهاز.	

تنبيـــه :
عند استبدال البطارية الليثيوم، استخدم فقط رقم الجزء الخاص Part Number 45C1566 أو نوع أخر يكون على نفس مستوى الكفاءة يحدده لك المصنع.
اذا كان النظام الخاص يستخدم معه بطارية ليثيوم قم باستبدالها بنفس النوع الذي تم صناعته من خلال نفس المصنع. تحتوي البطارية على مادة الليثيوم ويمكن أن تنفجرفي حالة عدم استخدامها أو التعامل معها بطريقة صحيحة أو عند التخلص منها بطريقة خطأ.

لا تقم بـــ:
- **القاء البطارية أو غمرها في الماء**
- **تسخينها أعلى من ١٠٠ درجة مئوية°و(٢١٢ ° فهرنـهيت)**
- **بتصليحها أو فكها**

تخلص من البطارية طبقا للقانون أو النظام المحلي .

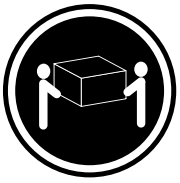
تنبيـــه :
أثناء تركيب منتجات ليزر (مثل CD-ROMsأو وحدة تشغيل DVDأو أجهزة Fiber Optic أو وحدات الارسال) يجب مراعاة الآتي:

لا تنزع الأغطية. قد ينتج عن نزع أغطية منتج الليزر انفجار أشعة الليزر شديدة الخطورة.
لا يوجد أجزاء يمكن تغييرها داخل الجهاز. قد ينتج عن استخدام تحكمات أو تعديلات أو عمل أي تصرفات أخرى تخالف ما هو محددا هنا الى انفجار أشعة شديدة الخطورة.

خطـــر

تحتوى بعض منتجات الليزر على الفئة دايود ليزر مدمج من الفئة Class 3Aأو Class 3B. يجب مراعاة الآتي .

أشعة الليزر عند الفتح. لا تحدق الى الاشعاع و لا تنظر اليه مباشرة بواسطة أي أجهزة مرئية وتجنب التعرض المباشر للاشعاع .



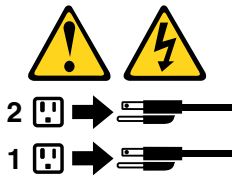
≥18 kg (37 lb)

≥32 kg (70.5 lb)

≥55 kg (121.2 lb)

تنبيه :
يجب استخدام ممارسات آمنة عند الرفع

تنبيـــه :
لا يقم زر التحكم في التشغيل الموجود على الجهاز والمفتاح الكهربائي الموجود على لوحة التحكم بايقاف التيار الكهربائي المار بالجهاز. قد يكون للجهاز أكثر من سلك كهربائي واحد.
لايقاف التيار الكهربائي المار بالجهاز، تأكد من فصل جميع أسلاك الكهرباء من مصدر الكهرباء .



PERIGO

A corrente elétrica proveniente de cabos de alimentação, de telefone e de comunicações é perigosa.

Para evitar risco de choque elétrico:

- Não conecte nem desconecte nenhum cabo ou execute instalação, manutenção ou reconfiguração deste produto durante uma tempestade com raios.
- Conecte todos os cabos de alimentação a tomadas elétricas corretamente instaladas e aterradas.
- Todo equipamento que for conectado a este produto deve ser conectado a tomadas corretamente instaladas.
- Quando possível, utilize apenas uma das mãos para conectar ou desconectar cabos de sinal.
- Nunca ligue nenhum equipamento quando houver evidência de fogo, água ou danos estruturais.
- Antes de abrir tampas de dispositivos, desconecte cabos de alimentação, sistemas de telecomunicação, redes e modems conectados, a menos que especificado de maneira diferente nos procedimentos de instalação e configuração.
- Conecte e desconecte os cabos conforme descrito na tabela apresentada a seguir ao instalar, mover ou abrir tampas deste produto ou de dispositivos conectados.

Para Conectar:	**Para Desconectar:**
1. DESLIGUE Tudo. 2. Primeiramente, conecte todos os cabos aos dispositivos. 3. Conecte os cabos de sinal aos conectores. 4. Conecte os cabos de alimentação às tomadas. 5. LIGUE os dispositivos.	1. DESLIGUE Tudo. 2. Primeiramente, remova os cabos de alimentação das tomadas. 3. Remova os cabos de sinal dos conectores. 4. Remova todos os cabos dos dispositivos.

CUIDADO:

Ao substituir a bateria de lítio, utilize apenas uma bateria com Número de Peça 45C1566 ou um tipo de bateria equivalente recomendado pelo Se o seu sistema possui um módulo com uma bateria de lítio, substitua-o apenas por um módulo do mesmo tipo e do mesmo fabricante. A bateria contém lítio e pode explodir se não for utilizada, manuseada ou descartada de maneira correta.

Não:

- Jogue ou coloque na água
- Aqueça a mais de 100°C (212°F)
- Conserte nem desmonte

Descarte a bateria conforme requerido pelas leis ou regulamentos locais.

PRECAUCIÓN:

Quando produtos a laser (como unidades de CD-ROMs, unidades de DVD-ROM, dispositivos de fibra ótica ou transmissores) estiverem instalados, observe o seguinte:

- Não remova as tampas. A remoção das tampas de um produto a laser pode resultar em exposição prejudicial à radiação de laser. Não existem peças que podem ser consertadas no interior do dispositivo.

- A utilização de controles ou ajustes ou a execução de procedimentos diferentes dos especificados aqui pode resultar em exposição prejudicial à radiação.

PERIGO

Alguns produtos a laser contêm diodo de laser integrado da Classe 3A ou da Classe 3B. Observe o seguinte:

Radiação a laser quando aberto. Não olhe diretamente para o feixe a olho nu ou com instrumentos ópticos e evite exposição direta ao feixe.

≥18 kg (37 lb)

≥32 kg (70.5 lb)

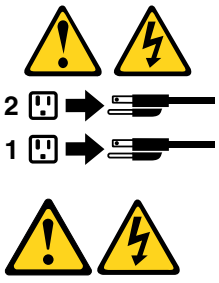
≥55 kg (121.2 lb)

CUIDADO:

Utilize procedimentos de segurança para levantar equipamentos.

CUIDADO:

O botão de controle de alimentação do dispositivo e o botão para ligar/desligar da fonte de alimentação não desligam a corrente elétrica fornecida ao dispositivo. O dispositivo também pode ter mais de um cabo de alimentação. Para remover toda a corrente elétrica do dispositivo, assegure que todos os cabos de alimentação estejam desconectados da fonte de alimentação.



危险

电源、电话和通信电缆中的电流是危险的。

为避免电击危险：

- 请勿在雷电期间连接或断开任何电缆的连接，或者对本产品进行安装、维护或重新配置。
- 将所有电源线连接到正确连线和妥善接地的电源插座。
- 将所有要连接到该产品的设备连接到正确连线的插座。
- 如果可能，请仅使用一只手来连接或断开信号电缆的连接。
- 切勿在有火、水、结构损坏迹象的情况下开启任何设备。
- 在打开设备外盖之前请断开已连接的电源线、远程通信系统、网络和调制解调器，除非在安装和配置过程中另有说明。
- 当安装、移动或打开该产品或连接设备的外盖时，请按照下表所述来连接或断开电缆的连接。

要连接	要断开连接
1. 切断所有电源。 2. 首先将所有电缆连接到设备。 3. 将信号电缆连接到接口。 4. 将电源线连接到插座。 5. 开启设备。	1. 切断所有电源。 2. 首先从插座上拔出电源线。 3. 从接口上拔出信号电缆。 4. 从设备上拔出所有电缆。

警告：
更换锂电池时，请仅使用部件号为 45C1566 的电池或制造商推荐的同类电池。如果您的系统有包含锂电池的模块，请仅使用同一制造商生产的相同模块类型来替换该模块。该电池中含有锂，如果使用、操作或处理不当，可能会发生爆炸。

切勿：

- 投入或浸入水中
- 加热到 100℃（212℉）以上
- 维修或拆卸

请按照当地法令或条例的要求处理电池。

警告：
安装激光产品（例如 CD-ROM、DVD-ROM 驱动器、光纤设备或发射设备）时，请注意以下声明：

- 请勿卸下外盖。卸下激光产品的外盖可能导致遭受激光辐射的危险。该设备内没有可维修的部件。
- 如果不按照此处指定的过程进行控制、调整或操作，则有可能导致遭受辐射的危险。

危险

某些激光产品包含嵌入式 3A 类或 3B 类激光二极管。请注意以下声明：

打开后有激光辐射。请勿注视光束，请勿直接用光学仪器查看，并请避免直接暴露在光束中。

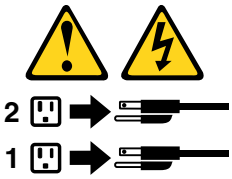
≥18 千克（37 磅）

≥32 千克（70.5 磅）

≥55 千克（121.2 磅）

警告：
抬起时请采取安全措施。

警告：
设备上的电源控制按钮和电源上的电源开关不会切断供给该设备的电流。该设备还可能有多条电源线。要切断该设备的所有电流，请确保所有电源线都与电源断开连接。



危险

電源、電話及通訊纜線上的電流都具有危險性。
若要避免觸電危險：
- 請勿在雷雨期間，連接或拔除纜線、執行安裝、維護或重新配置本產品。
- 將所有電源線連接到正確配線及接地的電源插座。
- 任何與本產品連接的設備都必須連接到配線妥當的電源插座。
- 請盡可能用單手連接或拔除信號線。
- 發生火災、水災或結構損害時，絕對不要開啟任何設備。
- 除非在安裝及配置程序中另有指示，否則在開啟裝置機蓋之前，請拔掉連接的電源線、電信系統、網路及數據機。
- 安裝、移動或開啟本產品或附屬裝置的機蓋時，請遵循下列說明連接及拔掉纜線。

連線	切斷連線
1. 關閉所有開關。 2. 首先，連接所有接線到裝置。 3. 連接信號線到接頭。 4. 連接電源線到插座。 5. 開啟裝置。	1. 關閉所有開關。 2. 首先，拔掉插座上的電源線。 3. 拔掉接頭上的信號線。 4. 拔掉裝置上所有接線。

警告：
更換鋰電池時，請僅使用產品編號 **45C1566** 或製造商所建議的同類型電池。
如果您的系統中含有鋰電池模組，請僅使用同一家製造商所生產的相同模組進行更換。
如果未以正確方式使用、處理或棄置含鋰的電池，會有爆炸的危險。
請勿：

- 沾溼或浸入水中
- 置於 **100°C (212°F)** 以上的高溫環境
- 修理或拆開

請按照各地區有關廢棄電池的法令和規定處理舊電池。

警告：
- 請勿移除機蓋。移除雷射產品的機蓋，可能會導致暴露在危險的雷射輻射中。裝置內部並無可自行維修的零件。
- 利用或執行非本文中所指定的控制、調整及執行程序，可能會導致危險的輻射外洩。

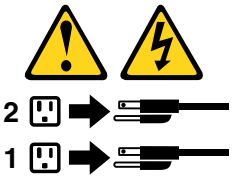
危險

部分雷射產品含有內嵌式 **Class 3A** 或 **Class 3B** 雷射二極體。請注意下列事項：
在開啟光碟機時，會發生雷射輻射。請勿直視光束或用光學儀器直接檢視，並避免直接暴露在光束中。

≥ 18 公斤（37 磅） ≥ 32 公斤（70.5 磅） ≥ 55 公斤（121.2 磅）

警告：
搬運時請注意安全。

警告：
裝置上的電源控制按鈕及電源供應器上的電源開關，無法關閉裝置所產生的電流。
該裝置可能有多條電源線。若要除去裝置流出的所有電流，請確認已切斷所有電源線的電源。



DANGER

Le courant électrique provenant de l'alimentation, du téléphone et des câbles de transmission peut présenter un danger.

Pour éviter tout risque de choc électrique :

- Ne manipulez aucun câble et n'effectuez aucune opération d'installation, d'entretien ou de reconfiguration de ce produit au cours d'un orage.
- Branchez tous les cordons d'alimentation sur un socle de prise de courant correctement câblé et mis à la terre.
- Branchez sur des socles de prise de courant correctement câblés tout équipement connecté à ce produit.
- Lorsque cela est possible, n'utilisez qu'une seule main pour connecter ou déconnecter les câbles d'interface.
- Ne mettez jamais un équipement sous tension en cas d'incendie ou d'inondation, ou en présence de dommages matériels.
- Avant de retirer les carters de l'unité, mettez celle-ci hors tension et déconnectez ses cordons d'alimentation, ainsi que les câbles qui la relient aux réseaux, aux systèmes de télécommunication et aux modems (sauf instruction contraire mentionnée dans les procédures d'installation et de configuration).
- Lorsque vous installez, que vous déplacez, ou que vous manipulez le présent produit ou des périphériques qui lui sont raccordés, reportez-vous aux instructions ci-dessous pour connecter et déconnecter les différents cordons.

Connexion	Déconnexion
1. Mettez les unités HORS TENSION. 2. Commencez par brancher tous les cordons sur les unités. 3. Branchez les câbles d'interface sur des connecteurs. 4. Branchez les cordons d'alimentation sur des prises. 5. Mettez les unités SOUS TENSION.	1. Mettez les unités HORS TENSION. 2. Débranchez les cordons d'alimentation des prises. 3. Débranchez les câbles d'interface des connecteurs. 4. Débranchez tous les câbles des unités.

ATTENTION:

Remplacer la pile au lithium usagée par une pile de référence identique exclusivement, (référence 45C1566), ou suivre les instructions du fabricant qui en définit les équivalences. Si votre système est doté d'un module contenant une pile au lithium, vous devez le remplacer uniquement par un module identique, produit par le même fabricant. La pile contient du lithium et peut exploser en cas de mauvaise utilisation, de mauvaise manipulation ou de mise au rebut inappropriée.

Ne pas :

- **la jeter à l'eau,**
- **l'exposer à des températures supérieures à 100°C,**
- **chercher à la réparer ou à la démonter.**

Ne pas mettre la pile à la poubelle. Pour la mise au rebut, se reporter à la réglementation en vigueur.

ATTENTION:

Si des produits à laser (tels que des unités de CD-ROM, de DVD-ROM, des unités à fibres optiques, ou des émetteurs) sont installés, prenez connaissance des informations suivantes :

- **Ne retirez pas le carter. En ouvrant l'unité de CD-ROM ou de DVD-ROM, vous vous exposez au rayonnement dangereux du laser. Aucune pièce de l'unité n'est réparable.**
- **Pour éviter tout risque d'exposition au rayon laser, respectez les consignes de réglage et d'utilisation des commandes, ainsi que les procédures décrites dans le présent manuel.**

DANGER

Certains produits à laser contiennent une diode à laser intégrée de classe 3A ou 3B. Prenez connaissance des informations suivantes:

Rayonnement laser lorsque le carter est ouvert. Evitez toute expositiondirecte au rayon laser. Evitez de regarder fixement le faisceau ou del'observer à l'aide d'instruments optiques.

≥18 kg (37 lb)

≥32 kg (70.5 lb)

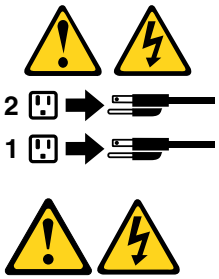
≥55 kg (121.2 lb)

ATTENTION:

Soulevez la machine avec précaution.

ATTENTION:

L'interrupteur de contrôle d'alimentation de l'unité et l'interrupteur dubloc d'alimentation ne coupent pas le courant électrique alimentantl'unité. En outre, le système peut être équipé de plusieurs cordonsd'alimentation. Pour mettre l'unité hors tension, vous devez déconnectertous les cordons de la source d'alimentation.



VORSICHT

An Netz-, Telefon- und Datenleitungen können gefährliche Spannungen anliegen.

Aus Sicherheitsgründen:

- **Bei Gewitter an diesem Gerät keine Kabel anschließen oder lösen. Ferner keine Installations-, Wartungs- oder Rekonfigurationsarbeiten durchführen.**
- **Gerät nur an eine Schutzkontaktsteckdose mit ordnungsgemäß geerdetem Schutzkontakt anschließen.**
- **Alle angeschlossenen Geräte ebenfalls an Schutzkontaktsteckdosen mit ordnungsgemäß geerdetem Schutzkontakt anschließen.**
- **Die Signalkabel nach Möglichkeit einhändig anschließen oder lösen, um einen Stromschlag durch Berühren von Oberflächen mit unterschiedlichem elektrischem Potenzial zu vermeiden.**
- **Geräte niemals einschalten, wenn Hinweise auf Feuer, Wasser oder Gebäudeschäden vorliegen.**
- **Die Verbindung zu den angeschlossenen Netzkabeln, Telekommunikationssystemen, Netzwerken und Modems ist vor dem Öffnen des Gehäuses zu unterbrechen, sofern in den Installations- und Konfigurationsprozeduren keine anders lautenden Anweisungen enthalten sind.**
- **Zum Installieren, Transportieren und Öffnen der Abdeckungen des Computers oder der angeschlossenen Einheiten die Kabel gemäß der folgenden Tabelle anschließen und abziehen.**

Zum Anschließen der Kabel gehen Sie wie folgt vor	Zum Abziehen der Kabel gehen Sie wie folgt vor
1. Schalten Sie alle Einheiten AUS. 2. Schließen Sie erst alle Kabel an die Einheiten an. 3. Schließen Sie die Signalkabel an die Buchsen an. 4. Schließen Sie die Netzkabel an die Steckdose an. 5. Schalten Sie die Einheit EIN.	1. Schalten Sie alle Einheiten AUS. 2. Ziehen Sie zuerst alle Netzkabel aus den Netzsteckdosen. 3. Ziehen Sie die Signalkabel aus den Buchsen. 4. Ziehen Sie alle Kabel von den Einheiten ab.

CAUTION:

Eine verbrauchte Lithiumbatterie nur durch eine Batterie mit der Teilenummer 45C1566 oder eine gleichwertige, vom Hersteller empfohlene Batterie ersetzen. Enthält das System ein Modul mit einer Lithiumbatterie, dieses nur durch ein Modul desselben Typs und von demselben Hersteller ersetzen. Die Batterie enthält Lithium und kann bei unsachgemäßer Verwendung, Handhabung oder Entsorgung explodieren.

Die Batterie nicht:

- mit Wasser in Berührung bringen.

- über 100 C erhitzen.
- reparieren oder zerlegen.

Die örtlichen Bestimmungen für die Entsorgung von Sondermüll beachten.

ACHTUNG:

Bei der Installation von Lasergeräten (wie CD-ROM-Laufwerken, DVD- aufwerken, Einheiten mit Lichtwellenleitertechnik oder Sendern) Folgendes beachten:

- **Die Abdeckungen nicht entfernen. Durch Entfernen der Abdeckungen des Lasergeräts können gefährliche Laserstrahlungen freigesetzt werden. Das Gerät enthält keine zu wartenden Teile.**
- **Werden Steuerelemente, Einstellungen oder Durchführungen von Prozeduren anders als hier angegeben verwendet, kann gefährliche Laserstrahlung auftreten.**

VORSICHT

Einige Lasergeräte enthalten eine Laserdiode der Klasse 3A oder 3B. Beachten Sie Folgendes:

Laserstrahlung bei geöffneter Verkleidung. Nicht in den Strahl blicken. Keine Lupen oder Spiegel verwenden. Strahlungsbereich meiden.

≥18 kg

≥32 kg

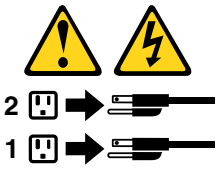
≥55 kg

ACHTUNG:

Arbeitsschutzrichtlinien beim Anheben der Maschine beachten.

ACHTUNG:

Mit dem Netzschalter an der Einheit und am Netzteil wird die Stromversorgung für die Einheit nicht unterbrochen. Die Einheit kann auch mit mehreren Netzkabeln ausgestattet sein. Um die Stromversorgung für die Einheit vollständig zu unterbrechen, müssen alle zum Gerät führenden Netzkabel vom Netz getrennt werden.



סכנה

זרם חשמלי המועבר בכבלי חשמל, טלפון ותקשורת הוא מסוכן.

כדי להימנע מסכנת התחשמלות:

- אל תחברו או תנתקו כבלים, ואל תבצעו פעולת התקנה, תחזוקה או שינוי תצורה במוצר זה במהלך סופת ברקים.
- חברו את כל כבלי החשמל לשקע חשמל מחווט ומוארק כהלכה.
- חברו כל ציוד שיחובר למוצר זה לשקעי חשמל מחווטים כהלכה.
- במידת האפשר, השתמשו ביד אחת בלבד לחיבור או לניתוק של כבלי אותות.
- לעולם אל תפעילו ציוד כלשהו כאשר יש עדות לנזק מבני או לנזק כתוצאה מאש או ממים.
- נתקו את כבלי החשמל, מערכות התקשורת, התקני הרשת והמודמים המחוברים לפני פתיחת כיסויי ההתקן, אלא אם הליכי ההתקנה וקביעת התצורה מורים אחרת.
- בעת התקנה, העברה או פתיחת כיסויים במוצר זה או בהתקנים המחוברים, חברו ונתקו את הכבלים כמתואר בטבלה שלהלן.

כדי לחבר	כדי לנתק
1. כבו הכל.	1. כבו הכל.
2. ראשית, חברו את כל הכבלים להתקנים.	2. ראשית, נתקו את כבלי החשמל מהשקעים.
3. חברו את כבלי האותות למחברים.	3. נתקו את כבלי האותות מהמחברים.
4. חברו את כבלי החשמל לשקעים.	4. הסירו את כל הכבלים מההתקנים.
5. הפעילו את ההתקן.	

זהירות:
בעת החלפת סוללת הליתיום, השתמשו רק בסוללה בעלת מק"ט 45C1566 או בסוג תואם שהומלץ על ידי היצרן.
אם המערכת כוללת מודול המכיל סוללת ליתיום, החליפו אותו רק במודול מאותו סוג ומתוצרת אותו יצרן.
הסוללה מכילה ליתיום, ועלולה להתפוצץ אם לא משתמשים ומטפלים בה או משליכים אותה כיאות.

לעולם:

- אל תטבלו במים
- אל תחממו לטמפרטורה הגבוהה מ-$100^{o}C$ ($212^{o}F$)
- אל תתקנו או תפרקו

השליכו את הסוללה כנדרש לפי התקנות והחוקים המקומיים.

זהירות:
בעת התקנת מוצרי לייזר (כגון כונני תקליטורים ו-DVD, התקני סיב אופטי או משדרים), שימו לב לאזהרות הבאות:

- אל תסירו את הכיסויים. הסרת הכיסויים של מוצר הלייזר עלולה לגרום לחשיפה לקרינת לייזר מסוכנת.
  אין חלקים ברי טיפול בתוך ההתקן.
- שינויים, שימוש בבקרות או ביצוע הליכים אחרים מאלה המתוארים כאן, עלולים לגרום לחשיפה לקרינה מסוכנת.

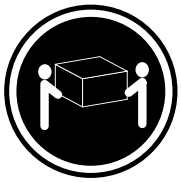
סכנה

מוצרי לייזר מסוימים מכילים דיודת לייזר מסוג Class 3A או Class 3B. שימו לב לאזהרה הבאה:

כאשר הוא פתוח, המוצר פולט קרינת לייזר. אל תביטו ישירות בקרן, אל תביטו ישירות בעזרת ציוד אופטי, והימנעו מחשיפה לקרן.

≥ 55 ק"ג (121.2 ליב')

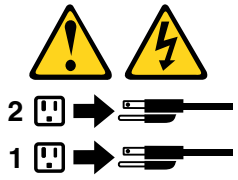
≥ 32 ק"ג (70.5 ליב')



≥ 18 ק"ג (37 ליב')

זהירות:
השתמשו בהליכים
הנאותים בעת
הרמת הציוד.

זהירות:
לחצן ההפעלה של ההתקן ומתג ההפעלה של ספק החשמל אינם מפסיקים את זרם החשמל המסופק להתקן. בנוסף, ההתקן עשוי לכלול יותר מכבל חשמל אחד. כדי לסלק את כל הזרם החשמלי מההתקן, ודאו שכל כבלי החשמל מנותקים ממקור החשמל.



PERICOLO

La corrente elettrica proveniente dai cavi di alimentazione, del telefono e di comunicazione può essere pericolosa.

Per evitare il rischio di scosse elettriche:

- **Non collegare o scollegare qualsiasi cavo oppure effettuare l'installazione, la manutenzione o la riconfigurazione del prodotto durante un temporale.**
- **Collegare tutti i fili elettrici a una presa di alimentazione correttamente cablata e dotata di messa a terra.**
- **Collegare alle prese elettriche appropriate tutte le apparecchiature che verranno utilizzate per questo prodotto.**
- **Se possibile, utilizzare solo una mano per collegare o scollegare i cavi di segnale.**
- **Non accendere assolutamente apparecchiature in presenza di incendi, perdite d'acqua o danno strutturale.**
- **Scollegare i cavi di alimentazione, i sistemi di telecomunicazione, le reti e il modem prima di aprire i coperchi del dispositivo, salvo istruzioni contrarie relative alle procedure di installazione e configurazione.**
- **Collegare e scollegare i cavi come descritto nella seguente tabella quando vengono effettuate operazioni di installazione, spostamento o apertura dei coperchi di questo prodotto o delle unità collegate.**

Per collegarsi	Per scollegarsi
1. SPEGNERE le apparecchiature. 2. Innanzitutto, collegare tutti i cavi alle unità. 3. Collegare i cavi di segnale ai connettori. 4. Collegare i cavi di alimentazione alla presa. 5. Accendere l'unità.	1. SPEGNERE le apparecchiature. 2. Innanzitutto, rimuovere i cavi di alimentazione dalla presa. 3. Rimuovere i cavi di segnale dai connettori. 4. Rimuovere tutti i cavi dalle unità.

ATTENZIONE:

Quando si sostituisce la batteria al litio, utilizzare solo il Numero parte 45C1566 o un tipo di batteria equivalente consigliato dal produttore. Se sul sistema è presente un modulo che contiene una batteria al litio, sostituirlo solo con un tipo di modulo dello stesso tipo della stessa casa di produzione. La batteria contiene litio e può esplodere se usata, maneggiata o smaltita in modo non corretto.

Non:

- **Gettare o immergere la batteria nell'acqua**
- **Riscaldarla ad una temperatura superiore ai 100 gradi C (212 gradi F)**
- **Smontarla, ricaricarla o tentare di ripararla**

Le batterie usate vanno smaltite in accordo alla normativa in vigore (DPR 915/82 e successive disposizioni e disposizioni locali).

ATTENZIONE:

Quando vengono installati prodotti laser (quali CD-ROM, unità DVD-ROM, unità a fibre ottiche o trasmittenti), tener presente quanto segue:

- **Non rimuovere gli sportelli. L'apertura di un'unità laser può determinare l'esposizione a radiazioni laser pericolose. All'interno dell'unità non vi sono parti su cui effettuare l'assistenza tecnica.**
- **L'utilizzo di controlli, regolazioni o l'esecuzione di procedure non descritti nel presente manuale possono provocare l'esposizione a radiazioni pericolose.**

PERICOLO

Alcune unità laser contengono un diodo laser di Classe 3A o Classe 3B. Tener presente quanto segue:

Aprendo l'unità vengono emesse radiazioni laser. Non fissare il fascio, non guardarlo direttamente con strumenti ottici ed evitare l'esposizione al fascio.

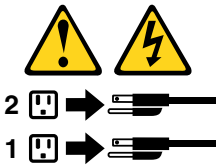
≥18 kg ≥32 kg ≥55 kg

ATTENZIONE:

Prestare attenzione nel sollevare l'apparecchiatura.

ATTENZIONE:

Il pulsante di controllo dell'alimentazione presente sull'unità e l'interruttore dell'alimentatore non disattivano l'alimentazione corrente fornita all'unità. E' possibile che l'unità disponga di più cavi di alimentazione. Per disattivare l'alimentazione dall'unità, accertarsi che tutti i cavi di alimentazione siano scollegati dalla fonte di alimentazione.



위험

전원, 전화, 통신 케이블의 전류는 위험합니다.

감전의 위험을 피하려면 다음과 같이 하십시오.

- 번개가 치는 날에는 케이블을 연결 또는 분리하거나 본 제품을 설치, 보수, 재구성하지 마십시오.

- 모든 전원 코드는 올바르게 접지된 전기 콘센트에 연결하십시오.

- 본 제품에 연결될 장치는 올바르게 배선된 콘센트에 연결하십시오.

- 신호 케이블을 연결 또는 분리할 때 가능하면 한 손만을 사용하십시오.

- 불 또는 물로 인한 손상이나 구조적인 손상이 있을 경우 장치의 전원을 절대 켜지 마십시오.

- 설치 및 구성 과정에 별도의 지시 사항이 없는 경우, 장치의 덮개를 열기 전에 연결된 전원 코드, 원격 통신 시스템, 네트워크, 모뎀을 분리하십시오.

- 본 제품이나 연결된 장치를 설치, 이동하거나 덮개를 열 때 다음 표와 같은 순서로 케이블을 연결하거나 분리하십시오.

연결할 때:	분리할 때:
1. 모든 장치의 전원을 끄십시오. 2. 먼저 모든 케이블을 장치에 연결하십시오. 3. 커넥터에 신호 케이블을 연결하십시오. 4. 콘센트에 전원 코드를 연결하십시오. 5. 장치의 전원을 켜십시오.	1. 모든 장치의 전원을 끄십시오. 2. 먼저 콘센트에서 전원 코드를 분리하십시오. 3. 커넥터에서 신호 케이블을 분리하십시오. 4. 장치에서 모든 케이블을 분리하십시오.

주의:
배터리를 교환할 때는 Part Number 45C1566 또는 제조업체에서 지정한 동일한 종류의 제품을 사용하십시오. 사용자의 시스템이 리튬 배터리를 포함하는 모듈일 경우, 동일한 제조업체에서 동일한 모듈 유형으로 생산된 제품으로 교체하십시오. 배터리에는 리튬이 함유되어 있어 잘못 사용, 취급 또는 폐기할 경우 폭발의 위험이 있습니다.

사고를 방지하려면 다음 사항을 준수하십시오.

- 배터리를 물 속에 던지거나 침수시키지 마십시오.

- 100℃(212°F) 이상 가열하지 마십시오.

- 수리하거나 분해하지 마십시오.

배터리를 폐기할 때는 법령 또는 회사의 안전 수칙에 따라 폐기하십시오.

주의:
CD-ROM, DVD-ROM 장치, 광섬유 장치 또는 송신 장치와 같은 레이저 제품을 설치할 때, 다음과 같은 취급 주의사항을 참고하십시오.

- 덮개를 열지 마십시오. 덮개를 열면 레이저 복사 에너지에 노출될 위험이 있습니다. 장치 내부에는 사용자가 조정하거나 수리할 수 있는 부품이 없습니다.

- 규정된 것 이외의 절차 수행, 제어 조정 등의 행위로 인해 해로운 레이저 복사에 노출될 수 있습니다.

위험

일부 장비에는 임베디드 클래스 3A 또는 클래스 3B 레이저 다이오드가 있습니다. 다음 주의사항에 유의하십시오.

드라이브가 열리면 레이저 복사 에너지가 방출됩니다. 광선이 눈에 직접 쏘이지 않도록 하십시오. 나안 또는 광학 기구를 착용한 상태에서 광선을 직접 바라보지 않도록 하십시오.

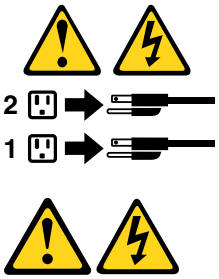
≥18 kg (37 lbs)

≥32 kg (70.5 lbs)

≥55 kg (121.2 lbs)

주의:
제품을 들어 올릴 때
안전 규제를 따르십시오.

주의:
장치의 전원 제어 버튼 및 전원 공급 장치의 전원 스위치를 사용하여 장치에 공급되는 전기를 차단하지 마십시오. 장치는 둘 이상의 코드를 가지고 있을 수 있습니다. 장치에서 모든 전원을 차단하려면 콘센트에서 코드가 모두 분리되어 있는지 확인하십시오.



PELIGRO

La corriente eléctrica procedente de cables de alimentación, teléfonos y cables de comunicación puede ser peligrosa.

Para evitar el riesgo de descarga eléctrica:

- **No conecte ni desconecte los cables ni realice ninguna tarea de instalación, mantenimiento o reconfiguración de este producto durante una tormenta eléctrica.**
- **Conecte todos los cables de alimentación a tomas de corriente debidamente cableadas y conectadas a tierra.**
- **Cualquier equipo que se conecte a este producto también debe conectarse a tomas de corriente debidamente cableadas.**
- **Siempre que sea posible, utilice una sola mano para conectar o desconectar los cables de señal.**

- **No encienda nunca un equipo cuando hay señales de fuego, agua o daños estructurales.**
- **Desconecte los cables de alimentación, los sistemas de telecomunicaciones, las redes y los módems conectados antes de abrir las cubiertas de los dispositivos, a menos que se indique lo contrario en los procedimientos de instalación y configuración.**
- **Conecte y desconecte los cables, como se describe en la tabla siguiente, cuando instale, mueva o abra las cubiertas de este producto o de los dispositivos conectados.**

Para conectar	Para desconectar
1. APÁGUELO todo. 2. En primer lugar, conecte todos los cables a los dispositivos. 3. Conecte los cables de señal a los conectores. 4. Enchufe los cables de alimentación a las tomas de corriente. 5. Encienda el dispositivo.	1. APÁGUELO todo. 2. En primer lugar, desenchufe los cables de alimentación de las tomas de corriente. 3. Desconecte los cables de señal de los conectores. 4. Desconecte todos los cables de los dispositivos.

PRECAUCIÓN:

Cuando sustituya una batería de litio, utilice solamente una batería número de pieza 45C1566 u otra de tipo equivalente recomendada por el fabricante. Si su sistema dispone de un módulo que contiene una batería de litio, reemplácelo sólo con el mismo tipo de módulo, del mismo fabricante. La batería contiene litio y puede explotar si no se utiliza, manipula o desecha correctamente.

No debe:

- **Arrojarla al agua o sumergirla en ella**
- **Exponerla a temperaturas superiores a 100°C (212°F)**
- **Repararla o desmontarla**

Deshágase de la batería según especifiquen las leyes o normas locales.

PRECAUCIÓN:

Cuando haya productos láser (como unidades de CD-ROM, unidades de DVD, dispositivos de fibra óptica o transmisores) instalados, tenga en cuenta lo siguiente:

- **No quite las cubiertas. Si quita las cubiertas del producto láser, podría quedar expuesto a radiación láser peligrosa. Dentro del dispositivo no existe ninguna pieza que requiera servicio técnico.**
- **Si usa controles o ajustes o realiza procedimientos que no sean los especificados aquí, podría exponerse a radiaciones peligrosas.**

PELIGRO

Algunos productos láser tienen incorporado un diodo láser de clase 3A o clase 3B. Tenga en cuenta lo siguiente:

Cuando se abre, queda expuesto a radiación láser. No mire directamente al rayo láser, ni siquiera con instrumentos ópticos, y evite exponerse directamente al rayo láser.

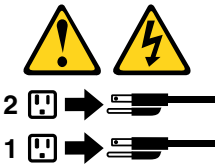
≥18 kg ≥32 kg ≥55 kg

PRECAUCIÓN:

Adopte procedimientos seguros al levantar el equipo.

PRECAUCIÓN:

El botón de control de alimentación del dispositivo y el interruptor de alimentación de la fuente de alimentación no desconectan la corriente eléctrica suministrada al dispositivo. Además, el dispositivo podría tener más de un cable de alimentación. Para suprimir toda la corriente eléctrica del dispositivo, asegúrese de que todos los cables de alimentación estén desconectados de la toma de corriente.



Chapter 2. General information

This chapter provides general information that applies to all machine types supported by this publication.

Specifications

This section lists the physical specifications for your computer.

Dimensions and Weight

- Models with frame stand
  - Width: 540 mm (21.26 inches)
  - Height: 396 mm (15.59 inches)
  - Depth: 94 mm (3.70 inches)
  - Maximum configuration as shipped: 7.5 kg (16.53 lb)
- Models with tilt-only monitor stand
  - Width: 540 mm (21.26 inches)
  - Height: 428 mm (16.85 inches)
  - Depth: 175 mm (6.89 inches)
  - Maximum configuration as shipped: 9 kg (19.84 lb)
- Models with full-function monitor stand
  - Width: 540 mm (21.26 inches)
  - Height: 446 mm (17.56 inches)
  - Depth: 250 mm (9.84 inches)
  - Maximum configuration as shipped: 9.95 kg (21.93 lb)

Environment

- Air temperature:
  - Operating: From 10°C (50°F) to 35°C (95°F)
  - Storage in original shipping package: From -40°C (-40°F) to 60°C (140°F)
  - Storage without package: From -10°C (14°F) to 60°C (140°F)
- Humidity:
  - Operating: 20%–80% (non-condensing)
  - Storage: 20%–90% (non-condensing)
- Altitude:
  - Operating: From -15.2 m (-50 ft) to 3048 m (10 000 ft)
  - Storage: From -15.2 m (-50 ft) to 10 668 m (35 000 ft)

Electrical input

Input voltage:

- Low range:
  - Minimum: 100 V ac
  - Maximum: 127 V ac
  - Input frequency: 50/60 Hz
- High range:

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Minimum: 200 V ac

Maximum: 240 V ac

Input frequency: 50/60 Hz

Lenovo programs

Your computer comes with Lenovo® programs to help you work more easily and securely. Depending on the Microsoft® Windows® operating system preinstalled, the programs might vary.

Accessing Lenovo programs on the Windows 7 operating system

You can access Lenovo programs on the Microsoft Windows 7 operating system through Windows Search or from Control Panel. The icon name displayed in the search result or Control Panel might be different from the program name. You can find the program by its program name or icon name as shown in the *Lenovo programs available on the Windows 7 operating system* table.

Note: If you do not find the program you need, open the Lenovo ThinkVantage® Tools program to find the dimmed icon for the program. Then double-click the icon to install the program.

To access Lenovo programs through Windows Search, do the following:

1. Click the **Start** button and then type the program name or the icon name into the search box.
2. Locate the program by the program name or the icon name and then click the program to launch it.

To access Lenovo programs from Control Panel, do the following:

Note: Some Lenovo programs might not be displayed in Control Panel. To find these programs, use Windows Search.

1. Click **Start → Control Panel**. Change the view of Control Panel from Category to Large icons or Small icons.
2. Locate the program by the icon name and then click the program to launch it.

The following table lists the programs available on the Windows 7 operating system.

Note: Depending on your computer model, some of the Lenovo programs might not be available.

Table 1. Lenovo programs available on the Windows 7 operating system

Program name	Icon name
Communications Utility	Lenovo - Web Conferencing
Fingerprint Manager Pro or ThinkVantage Fingerprint Software	Lenovo - Fingerprint Manager Pro or Lenovo - Fingerprint Reader
Lenovo Bluetooth Lock	Lenovo Bluetooth Lock
Lenovo Reach	Lenovo Reach
Lenovo SHAREit	Lenovo SHAREit
Lenovo Solution Center	Lenovo - System Health and Diagnostics
Lenovo ThinkVantage Tools	Lenovo Thinkvantage Tools
Password Manager	Lenovo - Password Vault
PC Cloud Manager	PC Cloud Manager
Power Manager	Lenovo - Power Controls

Table 1. Lenovo programs available on the Windows 7 operating system (continued)

Program name	Icon name
Recovery Media	Lenovo - Factory Recovery Disks or Create Recovery Media
Rescue and Recovery®	Lenovo - Enhanced Backup and Restore
System Update	Lenovo - Update and Drivers
View Management Utility	Lenovo - View Management Utility

Accessing Lenovo programs on the Windows 8.1 operating system

If your computer is preinstalled with the Microsoft Windows 8.1 operating system, you can access Lenovo programs by doing the following:

Press the Windows key to go to the Start screen. Click a Lenovo program to launch it. If you cannot find the program you need, click the arrow icon in the bottom-left corner of the screen to go to the Apps screen. Find the desired program in the apps list or search for it in the search box in the top-right corner of the screen.

Depending on your computer model, your computer supports some of the following Lenovo programs:

- Fingerprint Manager Pro or ThinkVantage Fingerprint Software
- Lenovo Bluetooth Lock (Windows 8.1 only)
- Lenovo Companion
- Lenovo Reach
- Lenovo SHAREit
- Lenovo Solution Center
- Lenovo Support
- Lenovo Tools
- Password Manager
- Power Manager
- PC Cloud Manager (Windows 8.1 only)
- System Update

Lenovo Support Web site

Technical support information is available on the Lenovo Support Web site at:
http://www.lenovo.com/support

This Web site is updated with the latest support information such as the following:

- Drivers and software
- Diagnostic solutions
- Product and service warranty
- Product and parts details
- User guides and manuals
- Knowledge base and frequently asked questions

Chapter 3. General checkout

Attention

The drives in the computer you are servicing might have been rearranged or the drive startup sequence changed. Be extremely careful during write operations such as copying, saving, or formatting. Data or programs can be overwritten if you select an incorrect drive.

General error messages appear if a problem or conflict is found by an application program, the operating system, or both. For an explanation of these messages, refer to the information supplied with that software package.

Before replacing any FRUs, ensure that the latest level of BIOS is installed on the system. A down-level BIOS might cause false errors and unnecessary replacement of the system board. For more information on how to determine and obtain the latest level BIOS, see “BIOS levels” on page 121.

Use the following procedure to help determine the cause of the problem:

1. Power-off the computer and all external devices.
2. Check all cables and power cords.
3. Set all display controls to the middle position.
4. Power-on all external devices.
5. Power-on the computer.
   - Look for displayed error codes
   - Listen for beep codes
   - Look for readable instructions or a main menu on the display.

   If you *did not* receive the correct response, proceed to step 6 on page 31.

   If you *do* receive the correct response, proceed to step 7 on page 31.
6. Look at the following conditions and follow the instructions:
   - If you hear beep codes during POST, go to “Beep symptoms” on page 59.
   - If the computer displays a POST error, go to “POST error codes” on page 60.
   - If the computer hangs and no error is displayed, continue at step 7 on page 31.
7. Run the Diagnostic programs. See “Diagnostics” on page 51.
   - If you receive an error, replace the part that the diagnostic program calls out.
   - If the test stops and you cannot continue, replace the last device tested.

Problem determination tips

Due to the variety of hardware and software combinations that can be encountered, use the following information to assist you in problem determination. If possible, have this information available when requesting assistance from Service Support and Engineering functions.

- Machine type and model
- Processor or hard disk drive upgrades
- Failure symptom
  - Do diagnostics indicate a failure?
  - What, when, where, single, or multiple systems?
  - Is the failure repeatable?

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  - Has this configuration ever worked?
  - If it has been working, what changes were made prior to it failing?
  - Is this the original reported failure?
- Diagnostics version
  - Type and version level
- Hardware configuration
  - Print (print screen) configuration currently in use
  - BIOS level
- Operating system software
  - Type and version level

Notes: To eliminate confusion, identical systems are considered identical only if they:

1. Are the exact machine type and models
2. Have the same BIOS level
3. Have the same adapters/attachments in the same locations
4. Have the same address jumpers/terminators/cabling
5. Have the same software versions and levels
6. Have the same Diagnostic Diskettes (version)
7. Have the same configuration options set in the system
8. Have the same setup for the operating system control files

Comparing the configuration and software set-up between “working and non-working” systems will often lead to problem resolution.

Chapter 4. Troubleshooting and diagnostics

This chapter provides information about diagnosing and troubleshooting computer problems. If your computer problem is not described here, see “Lenovo Support Web site” on page 29 for additional troubleshooting resources.

Basic troubleshooting

The following table provides information to help you troubleshoot your computer problems.

Note: If you cannot correct the problem, have the computer serviced. For a list of service and support telephone numbers, refer to the *Safety, Warranty, and Setup Guide* that comes with your computer or go to the Lenovo Support Web site at http://www.lenovo.com/support/phone.

Symptom	Action
The computer does not start when you press the power switch.	Verify that: • The power cord is correctly connected to the rear of the computer and to a working electrical outlet. • If your computer has a secondary power switch on the rear of the computer, ensure that it is switched on. • The power indicator on the front of the computer is on. • The computer voltage matches the voltage available at the electrical outlet for your country or region.
The monitor screen is blank.	Verify that: • The monitor signal cable is correctly connected to the monitor and to the appropriate monitor connector on the computer. • The monitor power cord is correctly connected to the monitor and to a working electrical outlet. • The monitor is turned on and the brightness and contrast controls are set correctly. • The computer voltage matches the voltage available at the electrical outlet for your country or region. • If your computer has two monitor connectors, be sure to use the connector on the graphics card.
The keyboard does not work.	Verify that: • The computer is turned on. • The keyboard is securely connected to a USB connector on the computer. • No keys are stuck.
The mouse does not work.	Verify that: • The computer is turned on. • The mouse is securely connected to a USB connector on the computer. • The mouse is clean. Refer to “Optical mouse” on page 41 for further information.

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Symptom	Action
The operating system does not start.	Verify that: • The startup sequence includes the device where the operating system resides. Usually, the operating system is on the hard disk drive. For more information, see “Selecting a startup device” on page 55.
The computer beeps multiple times before the operating system starts.	Verify that no keys are stuck.

Accessing Control Panel on the Windows 8.1 operating system

On the Windows operating system, you can view and change computer settings through Control Panel. To access Control Panel on the Windows 8.1 operating system, do one of the following:

- From the desktop
  1. Move the pointer to the top-right or bottom-right corner of the screen to display the charms.
  2. Click **Settings**.
  3. Click **Control Panel**.
- From the Start screen
  1. Click the arrow icon in the bottom-left corner of the screen to go to the Apps screen.
  2. Scroll to the right side, and click **Control Panel** in the **Windows System** section.

Troubleshooting procedure

Use the following procedure as a starting point for diagnosing problems you are experiencing with your computer:

1. Verify that the cables for all attached devices are connected correctly and securely.
2. Verify that all attached devices that require ac power are connected to properly grounded, functioning electrical outlets.
3. Verify that all attached devices are enabled in the BIOS settings of your computer. For more information about accessing and changing the BIOS settings, refer to your Chapter 5 “Using the Setup Utility program” on page 53.
4. Go to the “Troubleshooting” on page 35 and follow the instructions for the type of problem you are experiencing. If the Troubleshooting information does not help you resolve a problem, continue with the next step.
5. Try using a previously captured configuration to see if a recent change to hardware or software settings has caused a problem. Before restoring a previous configuration, capture your current configuration in case the older configuration settings do not solve the problem or have adverse affects. To restore a captured configuration, do the following:
   - For Windows 7: Click **Start → Control Panel → System and Security → System → System Protection → System Restore**.
   - For Windows 8.1: Open Control Panel, and then click **System and Security → System → System Protection → System Restore**.

   If this does not correct the problem, continue with the next step.
6. Run the diagnostic program. See “Lenovo Solution Center” on page 51 for more information.
   - If the diagnostic program detects a hardware failure, contact the Lenovo Customer Support Center. See “Lenovo Support Web site” on page 29 for more information.

- If you are unable to run the diagnostic program, contact the Lenovo Customer Support Center. See “Lenovo Support Web site” on page 29 for more information.
- If the diagnostic program does not detect a hardware failure, continue with the next step.

7. Use an antivirus program to see if your computer has been infected by a virus. If the program detects a virus, remove the virus.
8. If none of these actions solve the problem, seek technical assistance. See “Lenovo Support Web site” on page 29 for more information.

Troubleshooting

Use the troubleshooting information to find solutions to problems that have definite symptoms.

If the symptom your computer is experiencing occurred immediately after you installed a new hardware option or new software, do the following before referring to the troubleshooting information:

1. Remove the new hardware option or software. If you must remove the computer cover to remove a hardware option, ensure that you review and follow the electrical safety information provided with your computer. For your safety, do not operate the computer with the cover removed.
2. Run the diagnostic program to ensure that your computer is operating correctly.
3. Reinstall the new hardware option or software following the manufacturer's instructions.

Select the problem your computer is experiencing from the following list:

- “Audio problems” on page 35
- “CD problems” on page 37
- “DVD problems” on page 38
- “Intermittent problems” on page 39
- “Keyboard, mouse, or pointing device problems” on page 40
- “Monitor problems” on page 42
- “Networking problems” on page 44
- “Option problems” on page 46
- “Performance and lockup problems” on page 47
- “Printer problems” on page 49
- “Serial connector problems” on page 49
- “Software problems” on page 50
- “USB problems” on page 51

Audio problems

Select your symptom from the following list:

- “No audio in Windows” on page 35
- “An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a drive” on page 36
- “Sound comes from one external speaker only” on page 36
- “No audio in DOS applications or games” on page 36

No audio in Windows

Symptom: No audio in Windows

Actions:

- If you are using powered external speakers that have an On/Off control, verify that the On/Off control is set to the **On** position and the speaker power cable is connected to a properly grounded, functional ac electrical outlet.
- If your external speakers have a volume control, verify that the volume control is not set too low.
- Click the speaker icon in the Windows desktop notification area. A volume-control window opens. Press **Mixer** to open the Volume Mixer window. Verify that the speaker mute buttons are not pressed and the volume settings are not set too low.
- Some models have a front audio panel you can use to adjust volume. If you have a front audio panel, verify that the volume is not set too low.
- Verify that your external speakers (and headphones, if used) are connected to the correct audio connector on the computer. Most speaker cables are color-coded to match the connector.

Note: When external-speaker or headphone cables are attached to the audio connector, the internal speaker, if present, is disabled. In most cases, if an audio adapter is installed in one of the expansion slots, the audio function built into the system board is disabled; use the audio jacks on the adapter.

- Ensure that the program you are running is designed for use in the Windows operating system. If the program is designed to run in DOS, the program does not use the Windows sound feature and must be configured to use SoundBlaster Pro or SoundBlaster emulation.
- Verify that the audio device drivers are correctly installed. See Windows help system for more information.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a drive

Symptom: An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a drive

Action: See “CD problems” on page 37.

Sound comes from one external speaker only

Symptom: Sound comes from one external speaker only.

Actions:

- Ensure that the speaker cable is inserted completely into the connector on the computer.
- Ensure that the cable that attaches the left speaker to the right speaker is securely connected.
- Right-click the speaker icon in the Windows desktop notification area, and then click **Playback devices**. Click the **Playback** tab, select Speakers, and then click **Properties**. Click **Balance** on the **Levels** tab, and verify that the Balance setting is set correctly.

If these actions do not correct the problem, you might have a failing speaker. Have the speaker serviced. If you need technical assistance, see “Lenovo Support Web site” on page 29.

No audio in DOS applications or games

Symptom: No audio in DOS applications or games

Actions:

- Ensure that the DOS application or game is configured to use SoundBlaster Pro or SoundBlaster emulation. Refer to the documentation that comes with the application or game for instructions on setting sound-card settings.

- If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

CD problems

Select your symptom from the following list:

- “An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a CD drive” on page 37
- “A CD or DVD does not work” on page 37
- “Unable to use a startable (bootable) recovery medium, such as the Product Recovery CD, to start your computer” on page 37

An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a CD drive

Symptom: An audio disc or AutoPlay-enabled disc does not automatically play when it is inserted into a CD drive.

Actions:

- If you have multiple CD or DVD drives installed (or a combination of CD and DVD drives), try inserting the disc into the other drive. In some cases, only one of the drives is connected to the audio subsystem.
- If you are using the Windows 7 operating system, follow the action for “A CD or DVD does not work” on page 37.

If this does not correct the problem, follow the action for “A CD or DVD does not work” on page 37.

A CD or DVD does not work

Symptom: A CD or DVD does not work.

Actions:

- Verify that the disc is inserted correctly, with its label up.
- Ensure that the disc you are using is clean. To remove dust or fingerprints, wipe the disc clean with a soft cloth from the center to the outside. Wiping a disc in a circular motion might cause loss of data.
- Verify that the disc you are using is not scratched or damaged. Try inserting another disc that you know is good. If you cannot read from a known-good disc, you might have a problem with your CD or DVD drive or the cabling to your CD or DVD drive. Ensure that the power cable and signal cable are securely connected to the drive.

Unable to use a startable (bootable) recovery medium, such as the Product Recovery CD, to start your computer

Symptom: Unable to use a startable (bootable) recovery medium, such as the Product Recovery CD, to start your computer.

Action: Ensure that the CD or DVD drive is in the startup sequence before the hard disk drive. Refer to your “Selecting or changing the startup device sequence” on page 56 for information on viewing and changing the startup sequence. Note that on some models the startup sequence is permanently set and cannot be changed.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

DVD problems

Select your symptom from the following list:

- “Black screen instead of DVD video” on page 38
- “DVD movie will not play” on page 38
- “No audio or intermittent audio while playing DVD movie” on page 38
- “Playback is very slow or choppy” on page 38
- “Invalid disc or no disc found message” on page 39

Black screen instead of DVD video

Symptom: Black screen instead of DVD video

Actions:

- Restart the DVD player program.
- Close any open files, turn off the computer, and then restart the computer.
- Try a lower screen resolution or color depth.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

DVD movie will not play

Symptom: DVD movie will not play.

Actions:

- Ensure that the disc surface is clean and not scratched.
- Check the disc or package for regional coding. You might need to purchase a disc with coding for the region where you are using your computer.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

No audio or intermittent audio while playing DVD movie

Symptom: No audio or intermittent audio while playing DVD movie.

Actions:

- Check the volume control settings on your computer and on your speakers.
- Ensure that the disc surface is clean and not scratched.
- Check all cable connections to and from the speakers.
- Use the DVD menu for the video to select a different audio track.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Playback is very slow or choppy

Symptom: Playback is very slow or choppy.

Actions:

- Disable any background programs, such as AntiVirus or Desktop Themes.

- Ensure that video resolution is set to less than 1152 x 864.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Invalid disc or no disc found message

Symptom: Invalid disc or no disc found message

Actions:

- Ensure that a DVD disc is in the drive with the shiny side of the disc facing down.
- Ensure that video resolution is set to less than 1152 x 864.
- On computers that have a CD-ROM or CD-RW drive in addition to a DVD-ROM drive, ensure that the DVD disc is in the drive labeled “DVD”.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Intermittent problems

Symptom: A problem occurs only occasionally and is difficult to repeat.

Actions:

- Verify that all cables and cords are securely connected to the computer and attached devices.
- Verify that when the computer is on, the fan grill is not blocked (there is air flow around the grill), and the fans are working. If airflow is blocked or the fans are not working, the computer might overheat.
- If SCSI devices are installed, verify that the last external device in each SCSI chain is terminated correctly. (See your SCSI documentation.)

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Hard disk drive problems

Select your symptom from the following list:

- “Some or all hard disk drives missing from the Setup Utility program” on page 39
- “"No Operating System Found" message or the system not starting from the correct hard disk drive” on page 40

Some or all hard disk drives missing from the Setup Utility program

Symptom: Some or all hard disk drives missing from the Setup Utility program

Actions:

- Ensure that all hard disk drive signal cables and power cables are connected correctly.
- Ensure that your computer is configured correctly to support the hard disk drives.
  - If your computer is installed with five SATA hard disk drives, ensure that the SATA hard disk drive enablement module (one to five hard disk drives) is installed.
  - If your computer is installed with SAS hard disk drives, ensure that the SAS hard disk drive enablement module (one to five hard disk drives) or the LSI MegaRAID SAS adapter is installed.

If these actions do not correct the problem, run the diagnostic program Lenovo Solution Center. See “Lenovo Solution Center” on page 51. If you need technical assistance, see “Lenovo Support Web site” on page 29.

"No Operating System Found" message or the system not starting from the correct hard disk drive

Symptom: "No Operating System Found" message or the system not starting from the correct hard disk drive

Actions:

- Ensure that all hard disk drive signal cables and power cables are connected correctly. Refer to “Replacing the 3.5-inch hard disk drive or hybrid drive” on page 79 or “Replacing the 2.5-inch solid-state drive or hybrid drive” on page 81.
- Ensure that the hard disk drive your computer starts from is listed as the first startup device in the Setup Utility program. Refer to “Selecting a startup device” on page 55.

Note: In rare cases, the hard disk drive with the operating system might get corrupted or damaged. In such cases, you might need to replace the hard disk drive. Refer to “Replacing the 3.5-inch hard disk drive or hybrid drive” on page 79 or “Replacing the 2.5-inch solid-state drive or hybrid drive” on page 81.

If these actions do not correct the problem, run the diagnostic program Lenovo Solution Center. See “Lenovo Solution Center” on page 51.

Keyboard, mouse, or pointing device problems

Select your symptom from the following list:

- “All or some keys on the keyboard do not work” on page 40
- “The mouse or pointing device does not work” on page 41
- “The pointer on the screen does not move smoothly with the mouse” on page 41
- “The fingerprint reader does not work” on page 42
- “The wireless keyboard does not work” on page 42

All or some keys on the keyboard do not work

Symptom: All or some keys on the keyboard do not work.

Actions:

- Verify that the keyboard cable is securely connected to the correct connector on the computer.
- If you are using an Enhanced Performance USB keyboard and one or more of the Rapid Access buttons are the only keys that are not working, these buttons might have been disabled or have not been assigned to a function. Use the help system in the Enhanced Performance Customization Keyboard program to help diagnose problems with the Rapid Access buttons.

  To open the Enhanced Performance Customization Keyboard program, do one of the following:

  – On the Windows 7 operating system, do the following:
    1. Click **Start → Control Panel**.
    2. Click **Hardware and Sound**.
    3. Click **Devices and Printers**.
    4. Double-click **USB Enhanced Performance Keyboard**. The USB Enhanced Performance Keyboard Customization program starts.

  – On the Windows 8.1 operating system, do the following:
    1. Open Control Panel.

2. Click **Hardware and Sound**.
3. Click **Devices and Printers**.
4. Double-click **USB Enhanced Performance Keyboard**. The USB Enhanced Performance Keyboard Customization program starts.

If these actions do not correct the problem, have the computer and keyboard serviced. See “Lenovo Support Web site” on page 29 for details.

The mouse or pointing device does not work

Symptom: The mouse or pointing device does not work.

Actions:

- Verify that the mouse or pointing-device cable is securely attached to the correct connector on the computer. Depending on the type of mouse you have, the mouse cable will connect to either the mouse, serial, or USB connector. Some keyboards have integrated USB connectors that can be used for a USB mouse or pointing device.
- Verify that the device drivers for the mouse or pointing device are installed correctly.
- If you are using a USB keyboard or mouse, verify that the USB connectors are enabled in the BIOS settings. See “Enabling or disabling a device” on page 55.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Optical mouse

This section provides instructions on how to clean an optical mouse.

An optical mouse uses a light-emitting diode (LED) and an optical sensor to navigate the pointer. If the pointer on the screen does not move smoothly with the optical mouse, you might need to clean the mouse.

To clean an optical mouse, do the following:

1. Turn off your computer.
2. Disconnect the mouse cable from the computer.
3. Turn the mouse upside down to check the lens.
   a. If there is a smudge on the lens, gently clean the area with a plain cotton-tipped swab.
   b. If there is debris in the lens, gently blow the debris away from the area.
4. Check the surface on which you are using the mouse. If you have a very intricate picture or pattern beneath the mouse, it may be difficult for the digital signal processor (DSP) to determine changes in the mouse position.
5. Reconnect the mouse cable to the computer.
6. Turn your computer back on.

The pointer on the screen does not move smoothly with the mouse

Symptom: The pointer on the screen does not move smoothly with the mouse.

Action: Erratic movement of the mouse pointer is generally caused by a buildup of dirt, oils, and other contaminants on the ball inside the mouse. Clean the mouse. See “Optical mouse” on page 41 for instructions.

The fingerprint reader does not work

Symptom: The fingerprint reader does not work.

Action: The following could cause the fingerprint reader not to operate properly:

- Not enrolling your fingerprint correctly.
- Scratching the surface of the reader with a hard, pointed object.
- Scraping the surface of the reader with your nail or anything hard.
- Using or touching the reader with a dirty finger.
- The surface of your finger is very different from when you enrolled your fingerprint.

The wireless keyboard does not work

Symptom: The wireless keyboard does not work.

Action: If the Transceiver Communications LED is on and the wireless Keyboard does not work, restart your computer. If restarting your computer does not solve the problem, verify that the following conditions are met:

- The batteries are properly installed.
- The batteries still retain their current.
- The wireless Keyboard is located less than ten meters away from the transceiver.
- The transceiver is fully installed.

Action: If the Transceiver Communications LED is not on, reconnect the transceiver and the keyboard.

Monitor problems

Note: Many monitors have status-indicator lights and built-in controls for adjusting brightness, contrast, width, height, and other picture adjustments. However, the controls vary from monitor type to monitor type. For information about the status lights and using the controls, refer to the documentation that comes with your monitor.

Select your symptom from the following list:

- "Wrong characters appear on the screen" on page 42
- "The monitor works when you turn on the computer, but goes blank after some period of computer inactivity" on page 42
- "The monitor works when you turn on the computer, but goes blank when you start some application programs" on page 43
- "The image appears to be flickering" on page 43
- "The image is discolored" on page 43

Wrong characters appear on the screen

Symptom: Wrong characters appear on the screen.

Action: Have the computer serviced. For details, see "Lenovo Support Web site" on page 29.

The monitor works when you turn on the computer, but goes blank after some period of computer inactivity

Symptom: The monitor works when you turn on the computer, but goes blank after some period of computer inactivity.

Action: The computer is probably set for energy savings with the power-management feature. If the power-management feature is enabled, disabling it or changing the settings might solve the problem.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

The monitor works when you turn on the computer, but goes blank when you start some application programs

Symptom: The monitor works when you turn on the computer, but goes blank when you start some application programs.

Actions:

- Ensure that the monitor signal cable is securely connected to the monitor and the monitor connector on the computer. A loose cable can cause intermittent problems.
- Verify that the necessary device drivers for the application programs are installed. Refer to the documentation for the affected application program to see if device drivers are required.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

The image appears to be flickering

Symptom: The image appears to be flickering.

Actions:

- The monitor might be operating in a low-refresh rate display mode. Set the monitor to the highest, noninterlaced refresh rate supported by your monitor and the video controller in your computer.

  Attention: Using a resolution or refresh rate that is not supported by your monitor might damage it. Check the documentation that comes with your monitor to verify the supported refresh rates.
- The monitor might be affected by interference from nearby equipment. Magnetic fields around other devices, such as transformers, appliances, fluorescent lights, and other monitors might be causing the problem. Move fluorescent desk lighting or any equipment that produces magnetic fields farther away from the monitor. If this does not correct the problem, do the following:
  1. Turn off the monitor. (Moving a color monitor while it is turned on might cause screen discoloration.)
  2. Adjust the placement of the monitor and other devices so that they are at least 305 mm (12 inches) apart.
  3. Turn on the monitor.
- You can reset the refresh rate through your operating system Control Panel:

  On the Windows 7 operating system, click **Start → Control Panel → Hardware and Sound → Adjust screen resolution → Advanced Settings**. Then click the **Monitor** tab and select a new refresh rate.

  On the Windows 8.1 operating system, open Control Panel and click **Hardware and Sound → Adjust screen resolution → Advanced Settings**. Then click the **Monitor** tab and select a new refresh rate.
- See your operating system documentation or help for further information on monitor settings.

If these actions do not correct the problem, your monitor might need service. See “Lenovo Support Web site” on page 29 for details.

The image is discolored

Symptom: The image is discolored.

Action: The monitor might be affected by interference from nearby equipment. Magnetic fields around other devices, such as transformers, appliances, fluorescent lights, and other monitors might be causing the problem. Move fluorescent desk lighting or any equipment that produces magnetic fields further away from the monitor. If this does not correct the problem, do the following:

1. Turn off the monitor. (Moving a color monitor while it is turned on might cause screen discoloration.)
2. Adjust the placement of the monitor and other devices so that they are at least 305 mm (12 inches) apart.
3. Turn on the monitor.

If these actions do not correct the problem, your monitor might need service. See “Lenovo Support Web site” on page 29 for details.

Networking problems

The following are the most common networking problems. Select your networking problem from the following list:

- “Ethernet problems” on page 44
- “A wireless LAN problem” on page 46
- “Bluetooth problem” on page 46

Ethernet problems

For Ethernet problems, select your symptom from the following list:

- “Your computer cannot connect to the network” on page 44
- “The adapter stops working for no apparent reason” on page 45
- “If your computer is a Gigabit Ethernet model and you use a speed of 1000 Mbps, the connection fails or errors occur” on page 45
- “If your computer is a Gigabit Ethernet model, it cannot connect to the network at 1000 Mbps. Instead, it connects at 100 Mbps” on page 45

Your computer cannot connect to the network

Symptom: Your computer cannot connect to the network.

Actions: Ensure that:

- The cable is installed properly.

  The network cable must be securely connected to both the Ethernet connector of your computer and the RJ45 connector of the hub. The maximum allowable distance from the computer to hub is 100 meters. If the cable is connected and the distance is within acceptable limits but the problem persists, try a different cable.
- The cable is installed properly.
- You are using the correct device driver.

  On the Windows 7 operating system, do the following:

  1. Click **Start → Control Panel**.
  2. Click **Hardware and Sound**.
  3. Click **Device Manager**. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
  4. If an exclamation mark is displayed next to an adapter name under **Network adapters**, you might not be using the correct driver or the driver is not enabled. To update the driver, right-click the highlighted adapter.

5. Click **Update Driver Software**, and then follow the instructions on the screen.

On the Windows 8.1 operating system, do the following:

1. Open Control Panel.
2. Click **Hardware and Sound**.
3. Click **Device Manager**. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
4. If an exclamation mark is displayed next to an adapter name under **Network adapters**, you might not be using the correct driver or the driver is not enabled. To update the driver, right-click the highlighted adapter.
5. Click **Update Driver Software**, and then follow the instructions on the screen.

- The switch port and the adapter have the same duplex setting.

  If you configured the adapter for full duplex, ensure that the switch port is also configured for full duplex. Setting the wrong duplex mode can degrade performance, cause data loss, or result in lost connections.

- You have installed all networking software that is necessary for your network environment.

  Check with your LAN administrator for the necessary networking software.

The adapter stops working for no apparent reason

Symptom: The adapter stops working for no apparent reason.

Action: The network driver files may be corrupt or missing. Update the driver by referring to the “Solution” description for the procedure to ensure that the correct device driver is installed.

The Wake On LAN feature is not working

Symptom: The Wake On LAN (WOL) feature is not working.

Actions:

- Ensure that WOL is enabled in the BIOS Setup Utility program.
- If it is, check with your LAN administrator for the necessary settings.

If your computer is a Gigabit Ethernet model and you use a speed of 1000 Mbps, the connection fails or errors occur

Symptom: If your computer is a Gigabit Ethernet model and you use a speed of 1000 Mbps, the connection fails or errors occur.

Actions:

- Use Category 5 wiring and ensure that the network cable is securely connected.
- Connect to a 1000 BASE-T hub/switch (not 1000 BASE-X).

If your computer is a Gigabit Ethernet model, it cannot connect to the network at 1000 Mbps. Instead, it connects at 100 Mbps

Symptom: If your computer is a Gigabit Ethernet model, it cannot connect to the network at 1000 Mbps. Instead, it connects at 100 Mbps.

Actions:

- Try another cable.
- Ensure that the link partner is set to auto-negotiate.
- Ensure that the switch is 802.3ab-compliant (gigabit over copper).

A wireless LAN problem

Symptom: You cannot connect using the built-in wireless networking card.

Actions:

- Ensure that your wireless LAN driver is the latest version. Check the Web site and verify the driver version supported by Access Connections is the latest documented in the readme file.
- Ensure that your computer is within range of a wireless access point.
- Ensure that the wireless radio is enabled by double-clicking the Access Connections icon in the Windows notification area.
- Check Network Name (SSID), and your encryption information. Use Access Connections to verify this case-sensitive information.

A wireless WAN problem

Message: Unauthorized WAN card is plugged in - Power off and remove the WAN card.

Action: The wide-area-network card (WAN card) is not supported on this computer. Remove it.

Note: Some computer models do not have a wireless WAN.

Bluetooth problem

Symptom: Sound does not come from the Bluetooth headset or headphone but comes from the local speaker even though the headset or headphone is connected using the Headset profile or AV profile.

Action: Do the following:

1. Exit the application that uses the sound device (for example, Windows Media® Player).
2. Open Control Panel.
3. Click **Hardware and Sound → Sound**.
4. Select the **Playback** tab.
5. If you are using the Headset profile, select **Bluetooth Hands-free Audio** and click the **Set Default** button. If you are using the AV profile, select **Stereo Audio** and click the **Set Default** button.
6. Click **OK** to close the Sound window.

Note: Bluetooth is supported only on some computer models.

Option problems

Use this information to diagnose problems with Lenovo hardware options that do not have their own troubleshooting information.

Select your symptom from the following list:

- “An option that was just installed does not work” on page 46
- “An option that previously worked does not work now” on page 47

An option that was just installed does not work

Symptom: An option that was just installed does not work.

Action: Verify that:

- The option is designed for your computer.

- You followed the installation instructions supplied with the option and the installation instructions provided with your computer, and all option files (such as device drivers, if required) are installed correctly.
- You have not loosened other installed options or cables.
- If the option is an adapter, you have provided enough hardware resources for the adapter to function correctly. See the documentation supplied with the adapter (as well as the documentation for any other installed adapters) to determine the resources required for each adapter.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

An option that previously worked does not work now

Symptom: An option that previously worked does not work now.

Actions:

- Verify that all option hardware and cable connections are secure.
- If the option comes with its own test instructions, use those instructions to test the option.
- If the failing option is a SCSI option, verify that:
  - The cables for all external SCSI options are connected correctly.
  - The last option in each SCSI chain, or the end of the SCSI cable, is terminated correctly.
  - All external SCSI options are turned on. External SCSI options must be turned on before the computer is turned on. For more information, see your SCSI documentation.
- Verify that the option and any required device drivers are installed correctly.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Performance and lockup problems

Poor performance and lockup problems can be a result of any of the following:

- “Insufficient free hard disk drive space” on page 47
- “Excessive number of fragmented files” on page 48

Make a selection from the above list to find out more about the corrective actions you can take.

Insufficient free hard disk drive space

Symptom: Insufficient free hard disk drive space

The Windows operating system will slow down and might produce errors if the hard disk drive gets too full.

To check the amount of free space on the Windows 7 operating system, do the following:

1. Click **Start → Computer**.
2. Right-click your C drive entry and then click **Properties**. The amount of free disk space is displayed.

To check the amount of free space on the Windows 8.1 operating system, do the following:

1. Open File Explorer.
2. Right-click your C drive entry and then click **Properties**. The amount of free disk space is displayed.

To free up disk space, do any of the following:

- Method 1
  1. On the Windows 7 operating system, click **Start → Computer**. On the Windows 8.1 operating system, open File Explorer.
  2. Right-click your C drive entry and then click **Properties**.
  3. Click **Disk Cleanup**.
  4. A list of unnecessary file categories is displayed. Select each file category you want to delete, and then click **OK**.
- Method 2
  1. Open Control Panel.
  2. Click **Programs**.
  3. Click **Turn Windows features on or off**.
  4. A list of optional Windows components is displayed. Follow the instructions on the screen.
- Method 3
  1. On the Windows 7 operating system, click **Start → Computer**. On the Windows 8.1 operating system, open File Explorer.
  2. Right-click your C drive entry and then click **Properties**.
  3. Click **Disk Cleanup**.
  4. Click **Clean up system files**.
  5. Click the **More Options** tab.
  6. In the **Programs and Features** area, click the **Clean up** button.
  7. A list of installed programs is displayed. Select the program that you want to remove. Click **Uninstall/Change** or **Uninstall**.
- Clean out your Inbox, Sent Items, and Deleted Items folders from your e-mail application. The folder names and procedures vary depending on your e-mail application. If you need assistance, see the help system for your e-mail application.

Excessive number of fragmented files

Symptom: Excessive number of fragmented files

Action: Run the Windows Disk Defragmenter program.

Note: Depending on the size of the hard disk drive and amount of data currently stored on the hard disk drive, the disk-defragmentation process might take up to several hours to complete.

On the Windows 7 operating system, do the following:

1. Close any programs that are currently running and close any open windows.
2. Click **Start → Computer**.
3. Right-click your C drive entry and then click **Properties**.
4. Click the **Tools** tab.
5. Click **Defragment Now**, then click **Continue**.
6. Click **Defragment Now** again to start a disk-defragmentation process.

On the Windows 8.1 operating system, do the following:

1. Close any programs that are currently running and close any open windows.
2. On Windows 8, open File Explorer and click **Computer**. On Windows 8.1, open File Explorer.

3. Right-click your C drive entry and then click **Properties**.
4. Click the **Tools** tab and then click **Optimize**.
5. Click **Optimize** in the Optimize Drives window that is displayed to start a disk-defragmentation process.

Insufficient memory

Symptom: Insufficient memory

In general, the more memory that is installed, the better the Windows operating system runs.

Action: Install additional memory. For information about purchasing memory, see “Lenovo Support Web site” on page 29. For step-by-step instructions on installing memory, see “Installing or replacing a memory module” on page 105.

If these actions do not correct the problem, run the diagnostic programs (see “Lenovo Solution Center” on page 51 for instructions). If you need technical assistance, see “Lenovo Support Web site” on page 29.

Printer problems

Symptom: The printer does not work.

Actions: Verify that:

1. The printer is turned on and is online.
2. Paper is loaded correctly.
3. The printer signal cable is securely connected to the correct parallel, serial, or USB connector on the computer.

Note: Non-IEEE-approved printer signal cables might cause unpredictable problems.

1. Any device drivers and other software that came with the printer are correctly installed.
2. You have assigned the printer port correctly in your operating system, application program, or BIOS settings. For more information about BIOS settings, see Chapter 5 “Using the Setup Utility program” on page 53.

If the problem persists, run the tests described in the documentation that comes with your printer. If you cannot correct the problem, have the computer serviced. See “Lenovo Support Web site” on page 29.

Serial connector problems

Use this information to troubleshoot the serial connector and devices attached to the serial connector.

Symptom: Serial connector cannot be accessed.

Actions:

- Ensure that the serial cable is securely connected to the serial connector on the computer and to the serial device. If the serial device has its own power cord, ensure that it is attached to a properly grounded electrical outlet.
- If the serial device has its own On/Off switch, ensure that it is in the On position.
- If the serial device has an Online switch, ensure that it is in the Online position.
- If the serial device is a printer, ensure that paper is loaded correctly.
- Verify that any software supplied with the serial device is correctly installed. Refer to the documentation for the serial-device option.
- Ensure that the serial-connector adapter, if you added one, is properly installed and firmly seated.

If these actions do not correct the problem, run the Lenovo Solution Center program. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Software problems

Select your symptom from the following list:

- “When using a sort feature, dates do not sort in the correct order” on page 50
- “Software does not work as expected” on page 50

When using a sort feature, dates do not sort in the correct order

Symptom: When using a sort feature, dates do not sort in the correct order.

Action: Some software developed before the year 2000 used only the last two digits of a year to sort dates, always assuming the first two digits were 19. Consequently, these programs sort dates out of order. Check with your software manufacturer to see if any updates are available. Many software manufacturers make updates available from the World Wide Web.

Software does not work as expected

Symptom: Software does not work as expected.

Actions:

- Most software programs have built-in help systems that provide instructions for most tasks. If you are having difficulty performing a specific task within a software program, refer to the help system for that program. Help systems are typically accessible from a menu or button in the program, and frequently from the F1 key.
- If you have difficulty with the Windows operating system or one of its components, refer to the Windows help system. It is accessible from the Windows **Start** menu.
- To determine if problems are caused by newly installed software, verify that:
  - Your computer has the minimum memory requirements needed to use the software. See the information supplied with the software to verify memory requirements. (If you just installed an adapter or memory, you might have a memory-address conflict.)
  - The software is designed to operate on your computer.
  - Other software works on your computer.
  - The software you are using works correctly on another computer.
- If you received any error messages while using the software program, see the printed documentation supplied with the software or the help system for that software for a description of the messages and solutions to the problem.
- Check with your software manufacturer to see if any updates are available. Many software manufacturers make updates available from the World Wide Web.
- If the software program used to work correctly, but does not work correctly now, do the following:
  - On the Windows 7 operating system, click **Start → Control Panel → System and Security → System → System Protection → System Restore**. Then, follow the instructions on the screen.
  - On the Windows 8.1 operating system, open Control Panel and click **System and Security → System → System Protection → System Restore**. Then, follow the instructions on the screen.
- If you are unable to resolve the problem through other methods, uninstall the software program and reinstall it.

If these actions do not correct the problem, you might need technical assistance. Contact your software manufacturer or see “Lenovo Support Web site” on page 29 for details.

USB problems

Symptom: The USB connectors cannot be accessed.

Actions:

- Ensure that the USB cable is securely connected to the USB connector and to the USB device. If the USB device has its own power cord, ensure that it is attached to a properly grounded electrical outlet.
- If the USB device has its own On/Off switch, ensure that it is in the On position.
- If the USB device has an Online switch, ensure that it is in the Online position.
- If the USB device is a printer, ensure that paper is loaded correctly.
- Ensure that any device drivers or other software supplied with the USB device is correctly installed. Refer to the documentation for the USB device.
- Reset the device by detaching and reattaching the USB connector.

If these actions do not correct the problem, run the Lenovo Solution Center program to test the USB connector. If the USB device came with its own diagnostics, run those diagnostics against the USB device. If you need technical assistance, see “Lenovo Support Web site” on page 29.

Diagnostics

The diagnostic program is used to test hardware components of your computer. The diagnostic program can also report operating-system-controlled settings that interfere with the correct operation of your computer. You can use the preinstalled diagnostic program to diagnose computer problems, if your computer is running the Windows operating system.

Notes:

1. Your computer is preinstalled with the Lenovo Solution Center program for diagnostic purposes. For more information about the Lenovo Solution Center program, see “Lenovo Solution Center” on page 51.
2. If you are unable to isolate and repair the problem yourself after running the diagnostic program, save and print the log files created by the diagnostic program. You will need the log files when you speak to a Lenovo technical support representative.

Lenovo Solution Center

The Lenovo Solution Center program enables you to troubleshoot and resolve computer problems. It combines diagnostic tests, system information collection, security status, and support information, along with hints and tips for maximum system performance.

Notes:

- The Lenovo Solution Center program can be downloaded from http://www.lenovo.com/diags.
- If you are using a Windows operating system other than Windows 7, Windows 8, or Windows 8.1, go to http://www.lenovo.com/diags for the latest information on diagnostics for your computer.

To run the Lenovo Solution Center program, see “Lenovo programs” on page 28.

For additional information, refer to the Lenovo Solution Center help system.

Note: If you are unable to isolate and repair the problem yourself after running the program, save and print the log files. You will need the log files when you speak to a Lenovo technical support representative.

UEFI diagnostic program

A UEFI diagnostic program is preinstalled on the computer. It enables you to test memory modules and internal storage devices, view system information, and check and recover bad sectors on internal storage devices.

To run the UEFI diagnostic program, do the following:

1. Turn on the computer. If the computer cannot be turned on, go to “Basic troubleshooting” on page 33. If an error code is displayed, go to Chapter 6 “Symptom-to-FRU index” on page 59 for error code descriptions and troubleshooting hints.
2. Repeatedly press and release the F10 key when turning on the computer. The main screen of the UEFI diagnostic program is displayed.
3. Follow the instructions on the screen to use the diagnostic program.

The options on the main screen are as follows:

Table 2. Items on the main screen of the UEFI diagnostic program

DIAGNOSTICS	**TOOLS**
• LCD test • Memory - Quick test • Memory - Extended test • Motherboard test • PCI-e test • Storage - Quick test	• System information • Recover bad sectors tool • Generate configuration file • Execute from configuration file • Exit application

Chapter 5. Using the Setup Utility program

The Setup Utility program is used to view and change the configuration settings of your computer, regardless of which operating system you are using. However, the operating system settings might override any similar settings in the Setup Utility program.

Starting the Setup Utility program

To start the Setup Utility program, do the following:

1. Ensure that your computer is turned off.
2. Repeatedly press and release the F1 key when turning on the computer. When you hear multiple beeps or see a logo screen, release the F1 key.

   Note: If a Power-On Password or an Administrator Password has been set, the Setup Utility program menu will not be displayed until you enter the correct password. For more information, see “Using passwords” on page 53.

When the POST detects that the hard disk drive has been removed from your computer or the memory module size has decreased, an error message will be displayed when you start the computer and you will be prompted to do one of the following:

- Press F1 to enter the Setup Utility program.

  Note: After you enter the Setup Utility program, press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit. The error message will not be displayed again.
- Press F2 to bypass the error message and log in to the operating system.

Note: You have to enable the configuration change detection feature for the POST to detect the removal of the hard disk drive. To enable the configuration change detection feature, do the following:

1. Start the Setup Utility program.
2. From the Setup Utility program main menu, select **Security → Configuration Change Detection**, and press Enter.
3. Select **Enabled** and press Enter.
4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

Viewing and changing settings

The Setup Utility program menu lists various items about the system configuration. To view or change settings, start the Setup Utility program. See “Starting the Setup Utility program” on page 53. Then, follow the instructions on the screen.

You can use either the keyboard or the mouse to navigate through BIOS menu choices. The keys used to perform various tasks are displayed at the bottom of each screen.

Using passwords

By using the Setup Utility program, you can set passwords to prevent unauthorized access to your computer and data. The following types of passwords are available:

- Power-On Password

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- Administrator Password
- Hard Disk Password

You do not have to set any passwords to use your computer. However, using passwords improves computing security. If you decide to set any passwords, read the following sections.

Password considerations

A password can be any combination of up to 64 alphabetic and numeric characters. For security reasons, it is recommended to use a strong password that cannot be easily compromised. To set a strong password, use the following guidelines:

- Have at least eight characters in length
- Contain at least one alphabetic character and one numeric character
- Setup Utility program and hard disk passwords are not case sensitive
- Not be your name or your user name
- Not be a common word or a common name
- Be significantly different from your previous passwords

Power-on password

When a power-on password is set, you are prompted to type a valid password each time the computer is turned on. The computer cannot be used until the valid password is typed in.

Administrator password

Setting an administrator password deters unauthorized users from changing configuration settings. If you are responsible for maintaining the configuration settings of several computers, you might want to set an Administrator Password.

When an administrator password is set, you are prompted to type a valid password each time you try to access the Setup Utility program. The Setup Utility program cannot be accessed until a valid password is typed in.

If both the power-on password and administrator password are set, you can type either password. However, you must use your administrator password to change any configuration settings.

Setting, changing, and deleting a password

To set, change, or delete a password, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Security**.
3. Depending on the password type, select **Set Power-On Password**, **Set Administrator Password**, or **Hard Disk Password**.
4. Follow the instructions on the right side of the screen to set, change, or delete a password.

   Note: A password can be any combination of up to 64 alphabetic and numeric characters. For more information, see “Password considerations” on page 54.

Erasing lost or forgotten passwords (clearing CMOS)

This section provides instructions on how to erase lost or forgotten passwords, such as a user password.

To erase a lost or forgotten password, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand.
4. Remove the computer cover.
5. Remove the system-board shield.
6. Locate the Clear Complementary Metal Oxide Semiconductor (CMOS) /Recovery jumper on the system board.
7. Move the jumper from the standard position (pin 1 and pin 2) to the maintenance position (pin 2 and pin 3).
8. Install the system-board shield.
9. Install the computer cover.
10. Install the computer stand.
11. Connect the external cables and the power cord to the computer.
12. Turn on the computer and leave it on for approximately 10 seconds. Then, turn off the computer by holding the power switch for approximately five seconds.
13. Repeat step 1 through step 6.
14. Move the Clear CMOS /Recovery jumper back to the standard position (pin 1 and pin 2).
15. Repeat step 8 through step 11.
16. Turn on the computer to restart the operating system.

Enabling or disabling a device

This section provides information on how to enable or disable user access to the following devices:

USB Setup	Use this option to enable or disable a USB connector. When a USB connector is disabled, the device connected to the USB connector cannot be used.
SATA Controller	When this feature is set to **Disable**, all devices connected to the SATA connectors (such as hard disk drives or the optical drive) are disabled and cannot be accessed.

To enable or disable a device, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Devices**.
3. Depending on the device you want to enable or disable, do one of the following:
   - Select **USB Setup** to enable or disable a USB device.
   - Select **ATA Drive Setup** to enable or disable a SATA device.
4. Select the desired settings and press Enter.
5. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 57.

Selecting a startup device

If your computer does not start up from a device such as the disc or hard disk drive as expected, do one of the following to select the startup device you want.

Selecting a temporary startup device

Use this procedure to select a temporary startup device.

Note: Not all discs and hard disk drives are bootable.

1. Turn off your computer.
2. Repeatedly press and release the F12 key when turning on the computer. When the Please select boot device window displays, release the F12 key.
3. Select the desired startup device and press Enter. The computer will start up from the device you selected.

Note: Selecting a startup device from the Please select boot device window does not permanently change the startup sequence.

Selecting or changing the startup device sequence

To view or permanently change the configured startup device sequence, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Startup**.
3. Select the devices for the Primary Startup Sequence, the Automatic Startup Sequence, and the Error Startup Sequence. Read the information displayed on the right side of the screen.
4. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 57.

Enabling ErP LPS compliance mode

Lenovo computers meet the eco-design requirements of the ErP Lot 3 regulation. For more information, go to:
http://www.lenovo.com/ecodeclaration

You can enable the energy-related products directive (ErP) lowest power state (LPS) compliance mode in the Setup Utility program to reduce the consumption of electricity when your computer is in sleep or off mode.

To enable ErP LPS compliance mode in the Setup Utility program, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Power → Enhanced Power Saving Mode**, and press Enter.
3. Select **Enabled** and press Enter.
4. From the **Power** menu, select **Automatic Power On** and press Enter.
5. Select **Wake On LAN** and press Enter.
6. Select **Disabled** and press Enter.
7. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

Note: When ErP LPS compliance mode is enabled, you can wake up your computer by doing one of the following:

- Pressing the power switch
- Enabling the wake up on alarm feature

  The wake up on alarm feature enables your computer to wake up at a set time. To enable the wake up on alarm feature, do the following:

1. Start the Setup Utility program.
2. From the Setup Utility program main menu, select **Power → Automatic Power On**, and press Enter.
3. Select **Wake Up on Alarm** and press Enter. Then follow the instructions on the screen.
4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

- Enabling the after power loss feature

  The after power loss feature enables your computer to wake up when the power supply resumes after a sudden loss of electricity. To enable the after power loss feature, do the following:

  1. Start the Setup Utility program.
  2. From the Setup Utility program main menu, select **Power → After Power Loss**, and press Enter.
  3. Select **Power On** and press Enter.
  4. Press F10 to save changes and exit the Setup Utility program. Press Enter when prompted to confirm the exit.

Changing the BIOS settings before installing a new operating system

BIOS settings vary by operating system. Change the BIOS settings before installing a new operating system.

To change the BIOS settings, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Exit → OS Optimized Default**.
3. Depending on the operating system to be installed, do one of the following:
   - To install the Windows 8.1 (64-bit) operating system, select **Enabled**.
   - To install an operating system other than Windows 8.1 (64-bit), select **Disabled**.
4. Select **Yes** in the window displayed and press Enter to confirm your selection.
5. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 57.

Exiting the Setup Utility program

After you finish viewing or changing settings, press Esc to return to the Setup Utility program main menu. You might have to press Esc several times. Do one of the following:

- If you want to save the new settings, press F10 to save changes and exit the Setup Utility program.
- If you do not want to save the settings, select **Exit → Discard Changes and Exit**, and then press Enter. When the Reset Without Saving window shows, select **Yes**, and then press Enter to exit the Setup Utility program.
- If you want to return to the default settings, press F9 to load the default settings, and then press F10 to save and exit the Setup Utility program.

Chapter 6. Symptom-to-FRU index

The Symptom-to-FRU index lists error symptoms and possible causes. The most likely cause is listed first. Always begin with Chapter 3 “General checkout” on page 31. This index can also be used to help you decide which FRUs to have available when servicing a computer. If you are unable to correct the problem using this index, go to “Undetermined problems” on page 63.

Notes:

- If you have both an error message and an incorrect audio response, diagnose the error message first.
- If you cannot run the diagnostic tests or you get a diagnostic error code when running a test, but did receive a POST error message, diagnose the POST error message first.
- If you did not receive any error message, look for a description of your error symptoms in the first part of this index.

Hard disk drive boot error

A hard disk drive boot error can have the following causes.

Error	FRU/Action
The start-up drive is not in the boot sequence in configuration.	Check the configuration and ensure the start-up drive is in the boot sequence.
No operating system installed on the boot drive.	Install an operating system on the boot drive.
The boot sector on the startup drive is corrupted.	The drive must be formatted. Do the following: 1. Attempt to back up the data on the failing hard disk drive. 2. Using the operating system programs, format the hard disk drive.
The drive is defective.	Replace the hard disk drive.

Power supply problems

If you suspect a power problem, use the following procedures.

Check/Verify	FRU/Action
Check the following for proper installation. • Power cord • On/Off switch connector • On/Off switch power supply connector • System board power supply connectors • Microprocessor(s) connection	Reseat connectors
Check the power cord for continuity.	Power cord
Check the power-on switch for continuity.	Power-on switch

Beep symptoms

Beep symptoms are tones or a series of tones separated by pauses (intervals without sound) during POST.

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The following table describes the beep symptoms.

Beep symptom	FRU/Action
2 short beeps CMOS setting error	Common error code, see the detail failure information in “POST error codes” on page 60.
3 short and 1 long beeps DRAM memory error	Perform the following actions in order. 1. Make sure the memory module(s) are properly seated in the connector(s). 2. Replace the memory module(s). 3. Replace the system board.

POST error codes

Each time you power-on the system, it performs a series of tests that check the operation of the system and some options. This series of tests is called the *Power-On Self-Test*, or *POST*. POST does the following operations.

- Checks some basic system-board operations
- Checks the memory operation
- Starts the video operation
- Verifies that the boot drive is working

If the POST detects a problem, an error message appears on the screen. A single problem can cause several error messages to appear. When you correct the cause of the first error message, the other error messages probably will not appear on the screen the next time you turn on the system.

Error code	POST error message	Description/Action
0135	Fan failure	The system might be overheating. Press F10 to exit. **Note:** If the problem is caused by the system fan, press F10 will not solve the problem.
0211	Keyboard not found	When there is no keyboard detected, the error message will be displayed.
0164	Memory size decreased	Press F10 to exit.
1762	Configuration change has occurred	This error message is displayed when a hard disk drive or optical drive change has been made. Press F10 to exit.

Error code	POST error message	Description/Action
1820	More than one external fingerprint reader are attached. Power off and remove all but the reader that you set up within your main operating system.	If more than one external fingerprint reader are connected to a computer, this error message will be displayed to inform you to remove all of the fingerprint keyboards except the one compatible with the fingerprint application on your computer.
1962	No operating system found. Press any key to repeat boot sequence.	This error occurs only after the POST is completed. Press any key to repeat boot sequence.

Miscellaneous error conditions

Message/Symptom	FRU/Action
Changing display colors	**Display/Monitor**
Computer will *not* power-off. See "Hard disk drive boot error" on page 59.	1. Power Switch 2. System Board 3. Riser card, if installed.
Computer will *not* RPL from server	1. Ensure that network is in startup sequence as first device or first device after diskette. 2. Ensure that network adapter is enabled for RPL. 3. Network adapter (Advise network administrator of new MAC address)
Computer will *not* perform a Wake On LAN® (if applicable)	1. Check power supply and signal cable connections to network adapter. 2. Ensure that the operating system settings are set to enable Wake On LAN. 3. Ensure Wake On LAN feature is enabled in Setup/Configuration (see "Starting the Setup Utility program" on page 53) 4. Ensure network administrator is using correct MAC address. 5. Ensure no interrupt or I/O address conflicts. 6. Network adapter (advise network administrator of new MAC address)
Dead computer. See "Hard disk drive boot error" on page 59.	1. Power Supply 2. System Board
Diskette drive in-use light remains on or does not light when drive is active.	1. Diskette Drive 2. System Board 3. Diskette Drive Cable
Blank screen except for flashing cursor.	1. System Board 2. Primary Hard Disk Drive 3. Hard Disk Drive Cable

Message/Symptom	FRU/Action
Incorrect memory size during POST	1. Run the Memory tests. 2. Memory Module 3. System Board
"Insert a Diskette" icon appears with a known-good diagnostics diskette in the first 3.5-inch diskette drive.	1. System Board 2. Diskette Drive Cable 3. Network Adapter
Intensity or color varies from left to right of characters and color bars	1. Display 2. Video adapter (if present) 3. System Board
No power or fan not running	1. See “Hard disk drive boot error” on page 59.
Non-system disk or disk error-type message with a known-good diagnostic diskette.	1. Diskette Drive 2. System Board 3. Diskette Drive Cable
Other display symptoms not listed above (including blank or illegible display)	1. Display 2. System Board
Power-on indicator or hard disk drive in-use light not on, but computer works correctly	1. Power switch/LED assembly 2. System Board
Printer problems	1. Printer 2. System Board
Program loads from the hard disk with a known-good diagnostics diskette in the first 3.5-inch diskette drive	1. Run the Setup Utility program and check Startup sequence. 2. Diskette Drive 3. Diskette Drive Cable 4. System Board 5. Power Supply
RPL computer cannot access programs from its own hard disk.	1. If network administrator is using LCCM Hybrid RPL, check startup sequence: a. **First device - network** b. **Second device - hard disk** 2. Hard disk drive
RPL computer does not RPL from server	1. Check startup sequence. 2. Check the network adapter LED status.
Serial or parallel connector device failure (system board connector)	1. External Device Self-Test OK? 2. External Device 3. Cable 4. System Board

Message/Symptom	FRU/Action
Serial or parallel connector device failure (adapter connector)	1. External Device Self-Test OK? 2. External Device 3. Cable 4. Alternate Adapter 5. System Board
Some or all keys on the keyboard do not work	1. Keyboard 2. Keyboard Cable 3. System Board

Undetermined problems

This section provides instructions on how to find out the failing devices or adapters.

1. Power-off the computer.
2. Remove or disconnect the following components (if installed) one at a time.
   a. External devices (modem, printer, or mouse)
   b. Any adapters
   c. Memory modules
   d. Extended video memory
   e. External Cache
   f. External Cache RAM
   g. Hard disk drive
   h. Diskette drive
3. Power-on the computer to re-test the system.
4. Repeat steps 1 through 3 until you find the failing device or adapter.

If all devices and adapters have been removed, and the problem continues, replace the system board. See “Replacing the system board” on page 112.

Chapter 7. Locations

This chapter introduces the locations of the computer hardware components.

Locating connectors, controls, and indicators on the front of your computer

The following figure shows the locations of the connectors, controls, and indicators on the front of your computer.

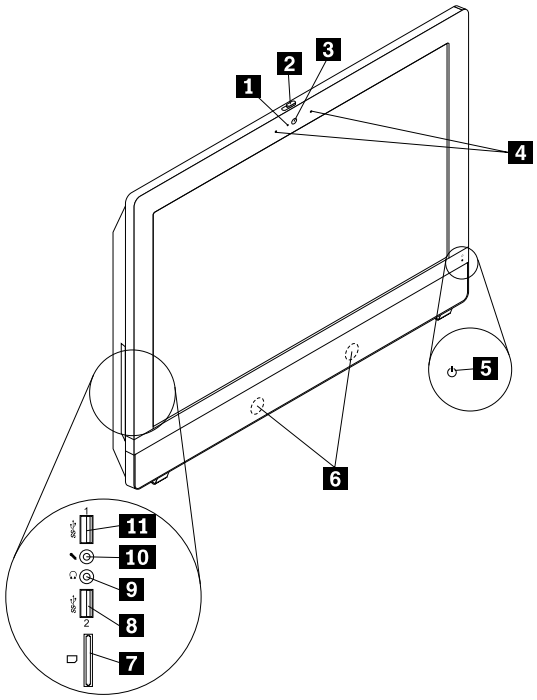

Figure 1. Front connector, control, and indicator locations

1 Integrated camera activity indicator (in some models)	2 Integrated camera block shield (in some models)
3 Integrated camera (in some models)	4 Integrated microphones (in some models)
5 Power indicator	6 Internal speakers
7 Card reader (in some models)	8 USB 3.0 connector 2
9 Headphone connector	10 Microphone connector
11 USB 3.0 connector 1	

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Locating connectors on the rear of your computer

The following figure shows the locations of the connectors on the rear of your computer. Some connectors on the rear of your computer are color-coded to help you determine where to connect the cables on your computer.

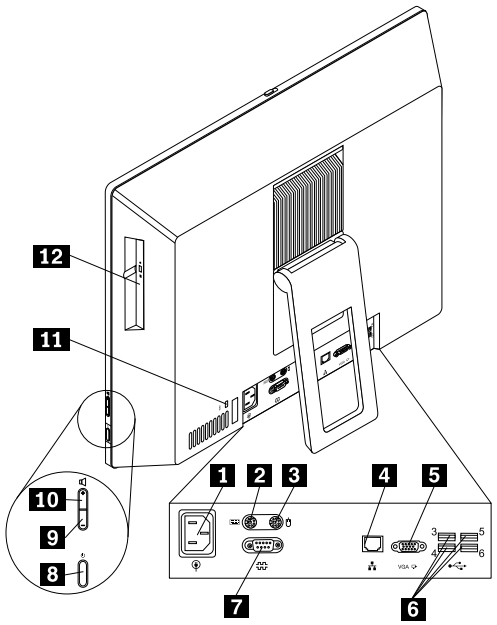

Figure 2. Rear connector locations

1 Power cord connector	2 PS/2 keyboard connector (in some models)
3 PS/2 mouse connector (in some models)	4 Ethernet connector
5 VGA-out connector	6 USB 2.0 connectors 3, 4, 5, and 6
7 Serial connector (in some models)	8 Power button
9 Brightness-down control	10 Brightness-up control
11 Security-cable slot	12 Optical drive (in some models)

Connector	Description
Ethernet connector	Used to attach an Ethernet cable for a local area network (LAN). **Note:** To operate the computer within Federal Communications Commission (FCC) Class B limits, use a Category 5 Ethernet cable.
Microphone connector	Used to attach a microphone to your computer when you want to record sound or if you use speech-recognition software.
Power cord connector	Used to attach the power cord to your computer for power supply.
PS/2 keyboard connector (in some models)	Used to attach a keyboard that uses a PS/2 keyboard connector.
PS/2 mouse connector (in some models)	Used to attach a mouse, a trackball, or other pointing devices that use a PS/2 mouse connector.
Serial connector	Used to attach an external modem, a serial printer, or other devices that use a 9-pin serial connector.

Connector	Description
USB connector	Used to attach a device that requires a USB connector, such as a USB keyboard, a USB mouse, a USB scanner, or a USB printer. If you have more than eight USB devices, you can purchase a USB hub, which you can use to connect additional USB devices.
VGA-out connector	Used to attach a video graphics array (VGA) monitor or other devices that use a VGA connector.

Locating major FRUs and CRUs

The following figure shows the locations of the major FRUs and CRUs.

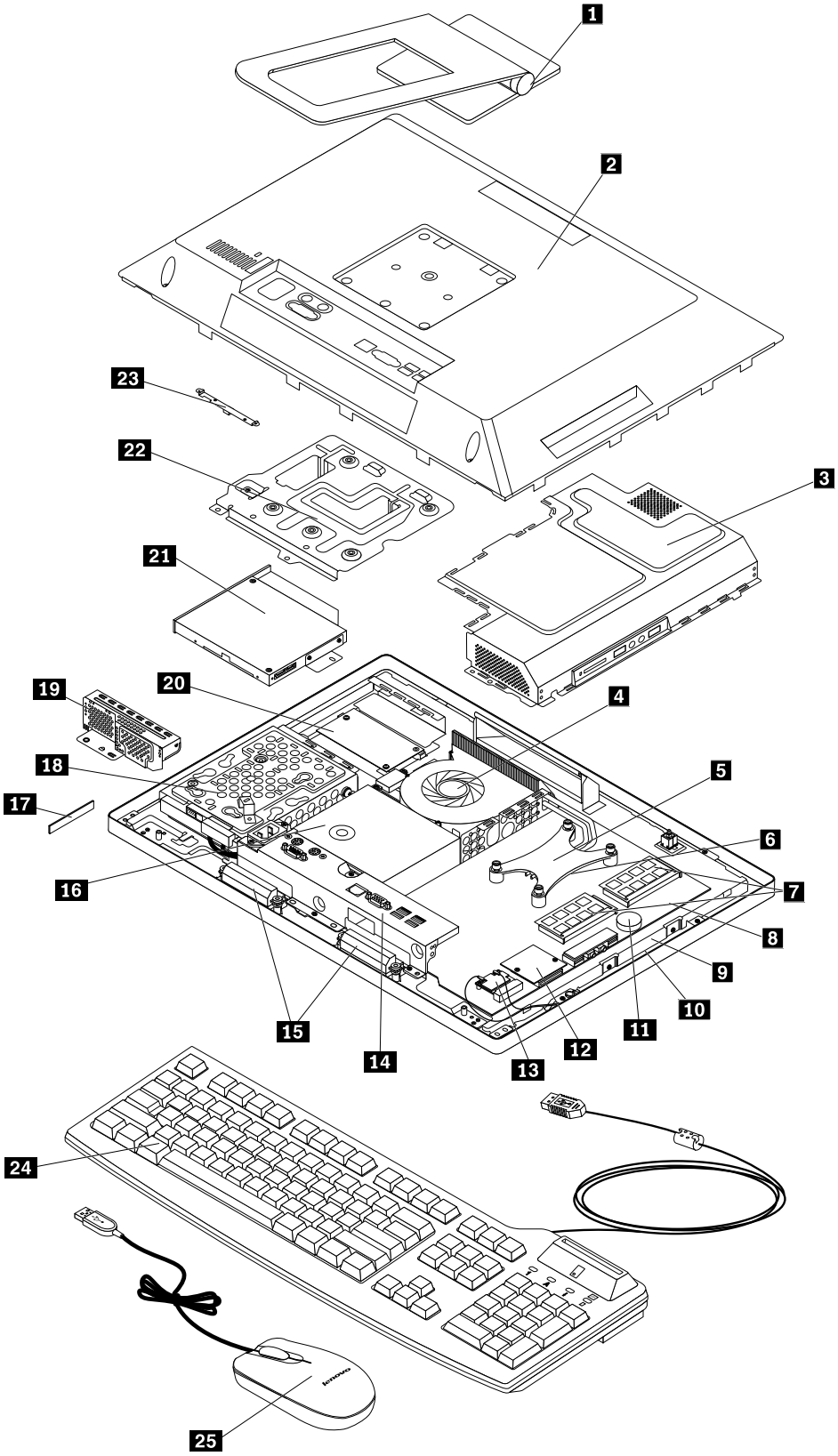

Figure 3. Locating major FRUs and CRUs

The following table lists the major FRUs and identifies which FRUs are also self-service CRUs or optional-service CRUs.

Notes:

- Self-service CRUs: These CRUs unplug or are secured by no more than two screws. Examples of these types of CRUs include the keyboard, the mouse, any USB device, and the power cord. Other self-service CRUs depending on product design might include memory modules, adapter cards, hard disk drives, and optical drives.
- Optional-service CRUs: These CRUs are isolated parts within the computer and are concealed by an access panel that is typically secured by more than two screws. Once the access panel is removed, the specific CRU is visible.

Number	FRU description	Self-service CRU	Optional-service CRU
1	Frame stand, tilt-only monitor stand, or full-function monitor stand	No	No
2	Computer cover	No	No
3	System-board shield	No	No
4	System fan	No	No
5	Heat sink assembly	No	No
6	Microprocessor	No	No
7	Memory modules	No	No
8	System board	No	No
9	Chassis	No	No
10	LCD panel	No	No
11	Battery	No	No
12	Card reader (in some models)	No	No
13	Wi-Fi card (in some models)	No	No
14	Rear I/O assembly	No	No
15	Internal speakers (2)	No	No
16	Power supply assembly	No	No
17	Control-button board	No	No
18	Hard disk drive	No	No
19	Hard-disk-drive EMI shield	No	No
20	Converter board	No	No
21	Optical drive (in some models)	No	No
22	VESA® mount bracket	No	No
23	Integrated camera (in some models)	No	No
24	Keyboard	Yes	No
25	Mouse	Yes	No

Looking up FRU information

For detailed FRU information, such as the FRU part numbers and supported computer models, go to: http:/www.lenovo.com/serviceparts-lookup

Locating parts on the system board

The following figure shows the locations of the parts and connectors on the system board.

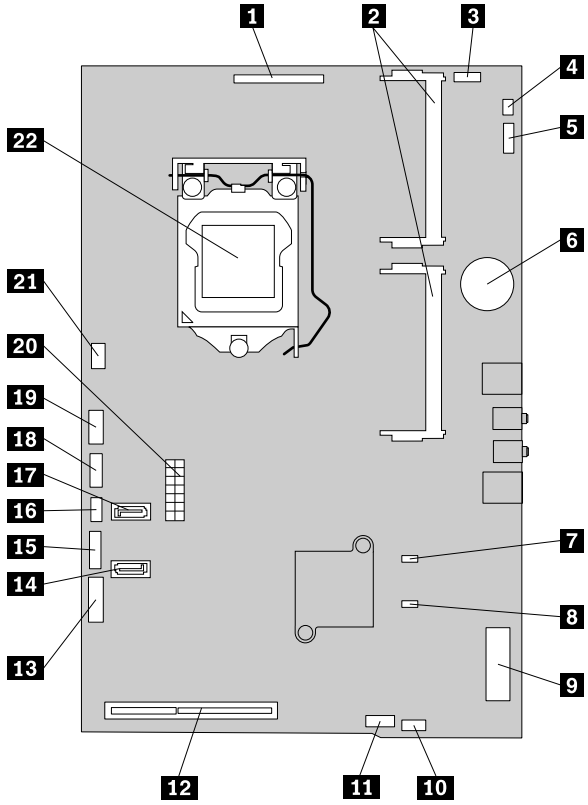

Figure 4. Locations of the parts and connectors on the system board

1 LCD panel connector	2 Memory slots (2)
3 Integrated camera connector	4 Cover presence switch connector (Intrusion switch connector)
5 Touch board connector	6 Battery
7 Clear CMOS /Recovery jumper	8 Clear CMOS 2
9 Mini PCI Express card slot (WI-FI card connector)	10 Internal speaker connector
11 Card reader connector	12 Rear I/O assembly connector
13 Serial connector	14 SATA 3.0 connector (Hard disk drive signal connector)
15 SATA power connector (Hard disk drive and optical drive power connector)	16 PS/2 keyboard and PS/2 mouse connector
17 SATA 3.0 connector (Optical drive signal connector)	18 Converter board connector
19 Control-button-board connector	20 14-pin power connector (Power supply assembly connector)
21 System-fan connector	22 Microprocessor

Chapter 8. Replacing FRUs

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

FRU replacements are to be done only by trained service technicians.

This chapter provides instructions about removing or replacing major FRUs. Not all FRUs are documented.

Removing and installing the computer stand

This section provides instructions on how to remove and install the computer stand. The computer might be installed with a frame stand, a tilt-only monitor stand, or a full-function monitor stand.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

- To remove and install the frame stand, see “Removing and installing the frame stand” on page 73.
- To remove and install the tilt-only monitor stand, see “Removing and installing the tilt-only monitor stand” on page 74.
- To remove and install the full-function monitor stand, see “Removing and installing the full-function monitor stand” on page 75.

Removing and installing the frame stand

To remove and install the frame stand, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

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3. Remove the rubber cushion, and then loosen the screw 1 that secures the frame stand. Lift the frame stand to remove it from the computer.

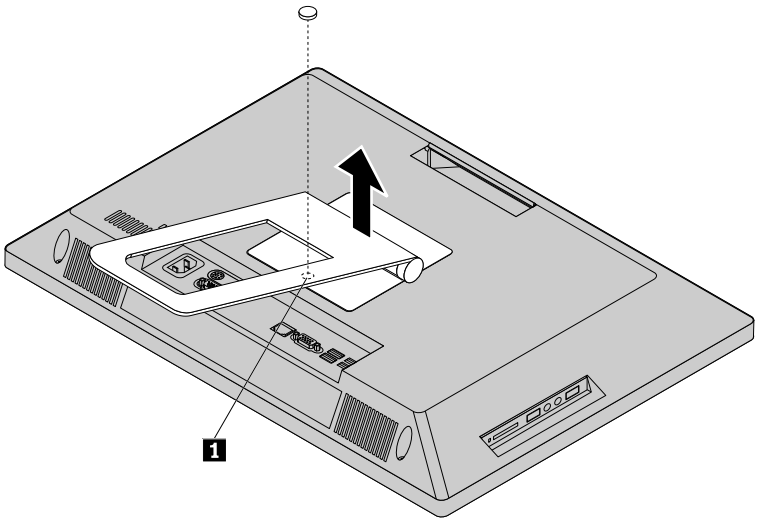

Figure 5. Removing the frame stand

4. To install the frame stand, position the frame stand over the computer so that the screw on the stand aligns with the corresponding hole in the computer cover.

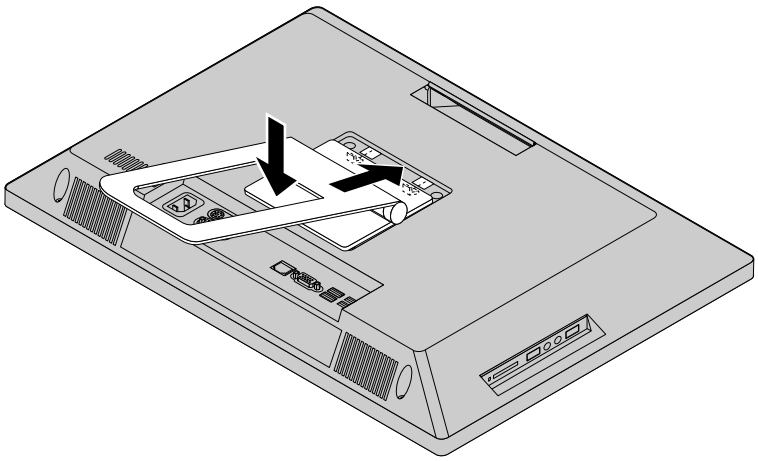

Figure 6. Installing the frame stand

5. Tighten the screw to secure the frame stand, and then install the rubber cushion.

Removing and installing the tilt-only monitor stand

To remove and install the tilt-only monitor stand, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. If there are rubber cushions, remove them. Then remove the two screws that secure the tilt-only monitor stand.

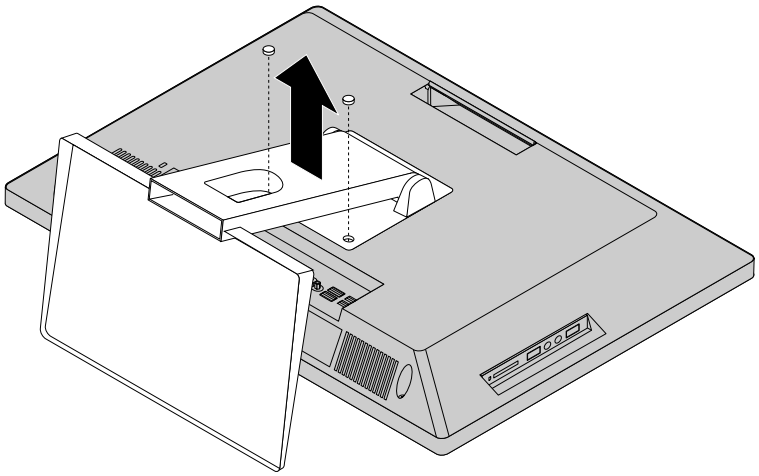

Figure 7. Removing the tilt-only monitor stand

4. Remove the tilt-only monitor stand from the computer.
5. To install the tilt-only monitor stand, position the tilt-only monitor stand on the computer so that the two plastic tabs on the monitor stand align with the corresponding holes in the computer **1**. Then, install the two screws to secure the tilt-only monitor stand **2**. Install the rubber cushions if necessary.

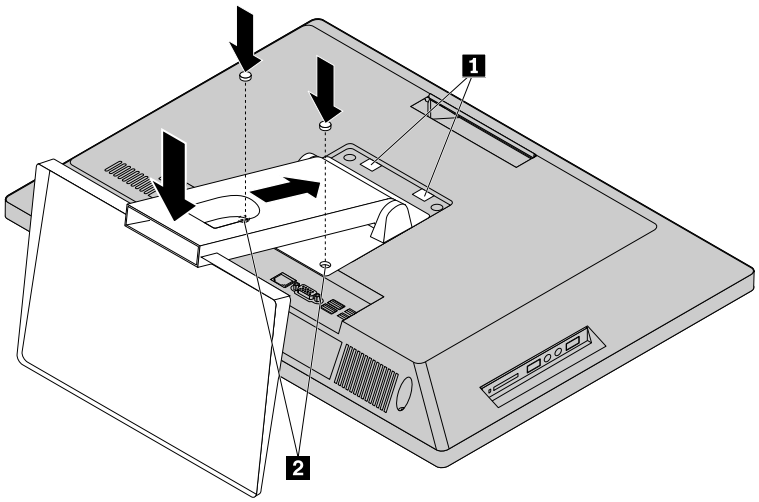

Figure 8. Installing the tilt-only monitor stand

Removing and installing the full-function monitor stand

To remove and install the full-function monitor stand, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the four rubber cushions 1, and then remove the four screws that secure the full-function monitor stand 2. Remove the full-function monitor stand from the computer.

   Note: The model that you are servicing might only have two screws.

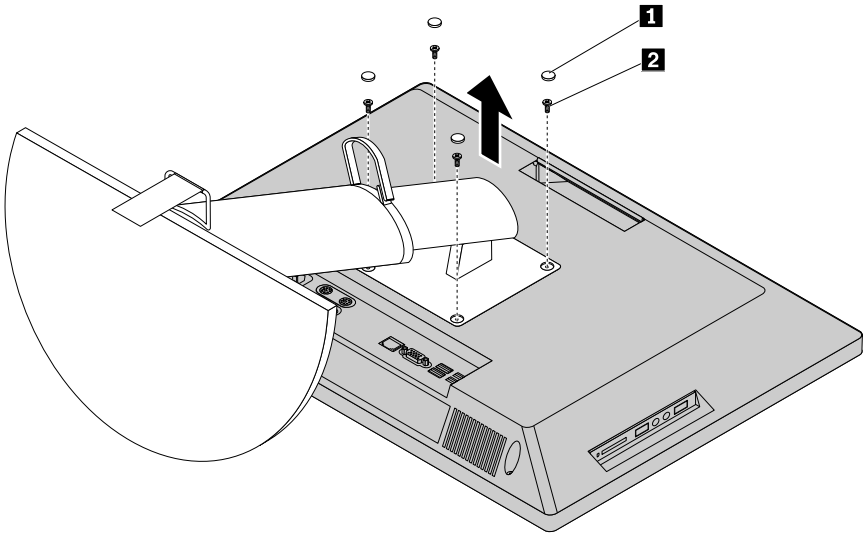

Figure 9. Removing the full-function monitor stand

4. To install the full-function monitor stand, position the full-function monitor stand over the computer so that the four screw holes in the stand align with the corresponding holes in the computer cover. Then, install the four screws and the four rubber cushions to secure the full-function monitor stand to the computer.

Removing the computer cover

This section provides instructions on how to remove the computer cover.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

To remove the computer cover, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.

4. Loosen the two screws 1 at the bottom of the computer, and then lift the computer cover up to remove it from the computer.

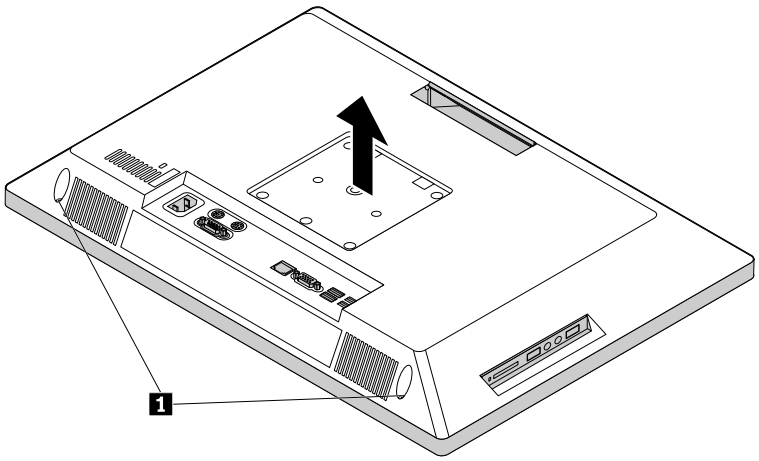

Figure 10. Removing the computer cover

Removing and installing the hard-disk-drive EMI shield

This section provides instructions on how to remove and install the hard-disk-drive electromagnetic interference (EMI) shield.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

To remove and install the hard-disk-drive EMI shield, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.

5. Pivot the hard-disk-drive EMI shield as shown to remove it from the hard-disk-drive bracket, and then lift the EMI shield out of the chassis.

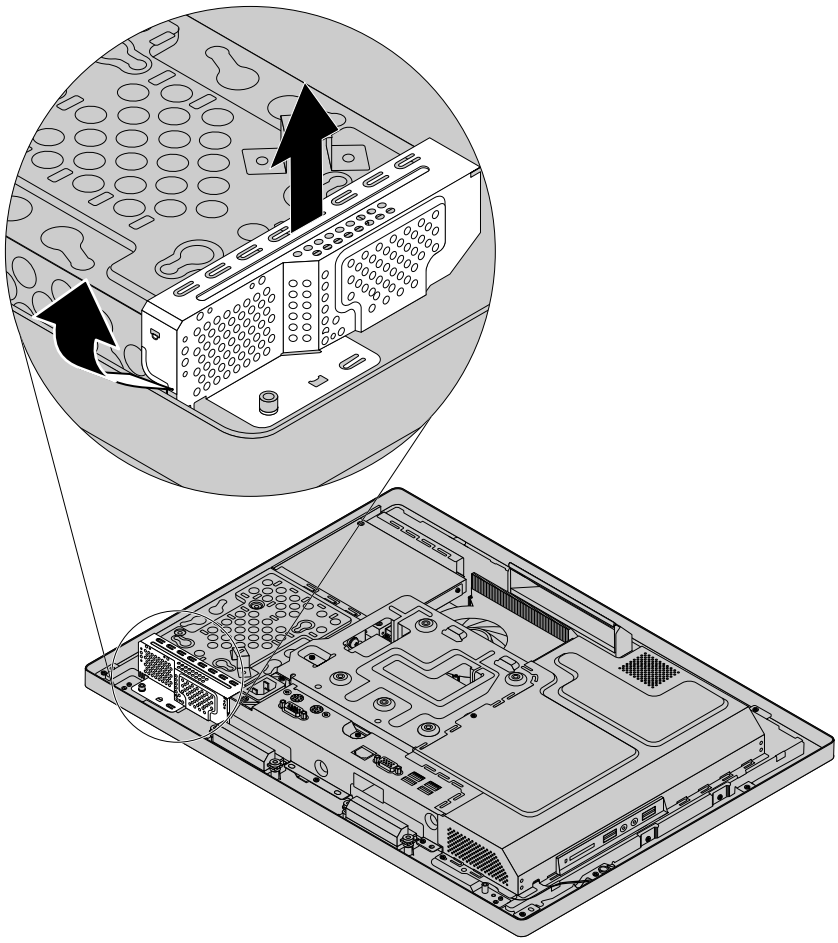

Figure 11. Removing the hard-disk-drive EMI shield

6. To install the hard-disk-drive EMI shield, align the hole in the EMI shield with the standoff in the chassis as shown. Then, push the EMI shield straight down until it is secured by the standoff firmly and the three tabs 1 on the EMI shield also are secured by the corresponding holes in the chassis.

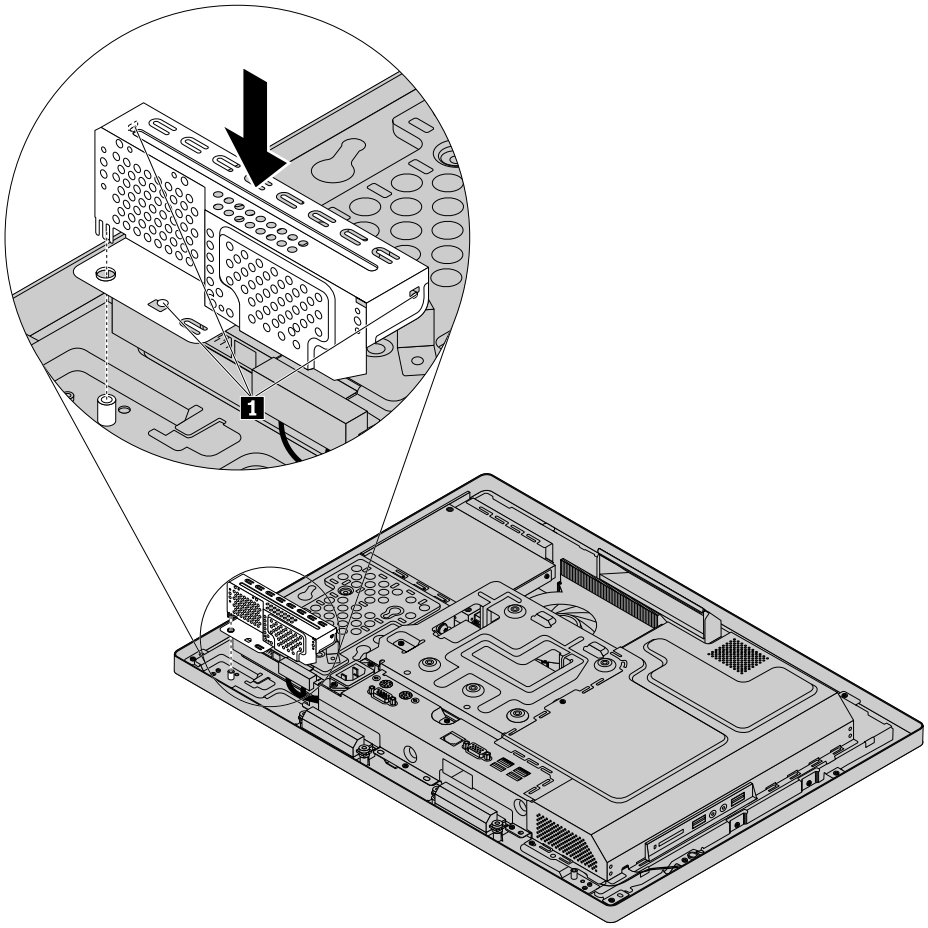

Figure 12. Installing the hard-disk-drive EMI shield

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to "Completing the parts replacement" on page 119.

Replacing the 3.5-inch hard disk drive or hybrid drive

This section provides instructions on how to replace the 3.5-inch hard disk drive.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 "Safety information" on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

Note: The 3.5-inch hybrid drive is available only in some models. To replace the 3.5-inch hybrid drive, follow the steps of replacing the 3.5-inch hard disk drive.

To replace the 3.5-inch hard disk drive, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the hard-disk-drive EMI shield. See “Removing and installing the hard-disk-drive EMI shield” on page 77.
6. Disconnect the cable from the hard disk drive.
7. Remove the screw **1**, and then pivot the hard-disk-drive bracket with the hard disk drive as shown to remove it from the chassis.

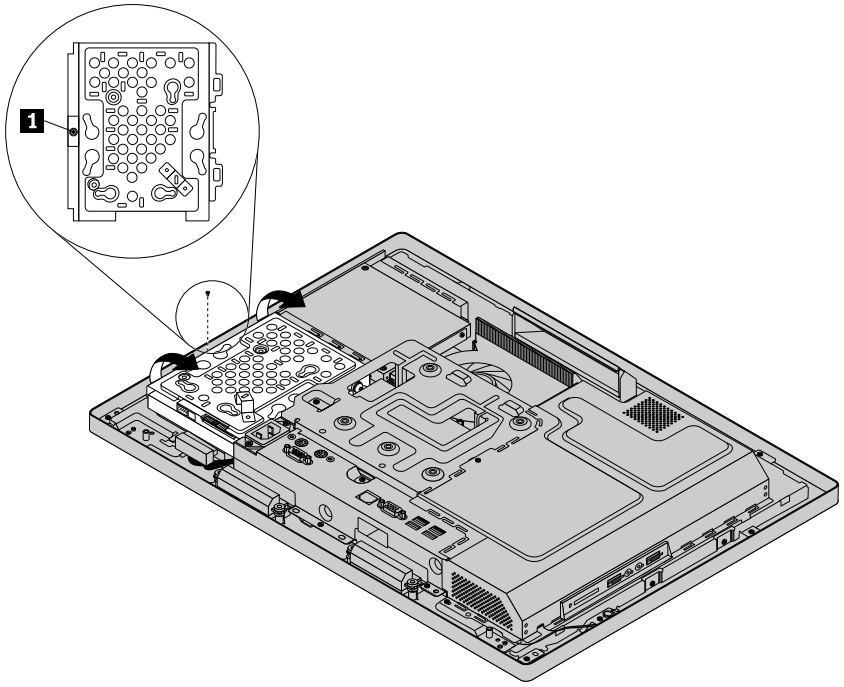

Figure 13. Removing the hard-disk-drive bracket with the hard disk drive

8. Remove the four screws that secure the hard disk drive to the bracket, and then remove the hard disk drive from the bracket. Do not touch the circuit board on the bottom of the hard disk drive.

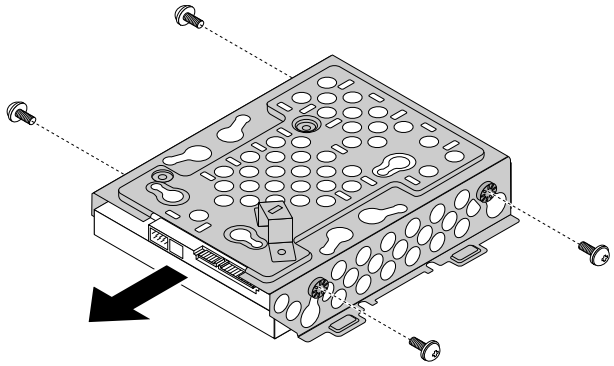

Figure 14. Removing the hard disk drive from the bracket

9. To install the new hard disk drive, position the new hard disk drive in the hard-disk-drive bracket so that the four screw holes in the hard disk drive align with the corresponding holes in the bracket. Then, install the four screws to secure the hard disk drive to the bracket.
10. Position the bracket with the new hard disk drive in the chassis so that the screw hole in the bracket aligns with the corresponding hole in the chassis. Then, install the screw to secure the bracket with the hard disk drive to the chassis.
11. Connect the hard-disk-drive cable to the new hard disk drive.
12. Install the hard-disk-drive EMI shield. See “Removing and installing the hard-disk-drive EMI shield” on page 77.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the 2.5-inch solid-state drive or hybrid drive

This section provides instructions on how to replace the 2.5-inch solid-state drive.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

Note: The 2.5-inch solid-state drive and the 2.5-inch hybrid drive are available only in some models. To replace the 2.5-inch hybrid drive, follow the steps of replacing the 2.5-inch solid-state drive.

To replace the 2.5-inch solid-state drive, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.

2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the hard-disk-drive EMI shield. See “Removing and installing the hard-disk-drive EMI shield” on page 77.
6. Disconnect the cable from the solid-state drive.
7. Remove the screw **1**, and then pivot the hard-disk-drive bracket with the solid-state drive as shown to remove it from the chassis.

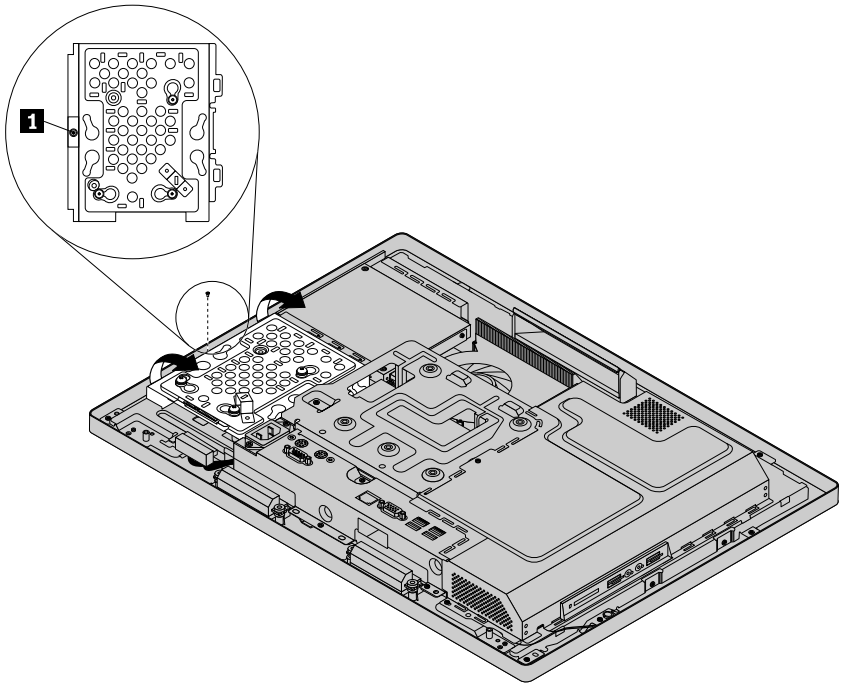

Figure 15. Removing the hard-disk-drive bracket with the solid-state drive

8. Remove the three screws that secure the solid-state drive to the bracket, and then remove the solid-state drive from the bracket. Do not touch the circuit board on the bottom of the solid-state drive.

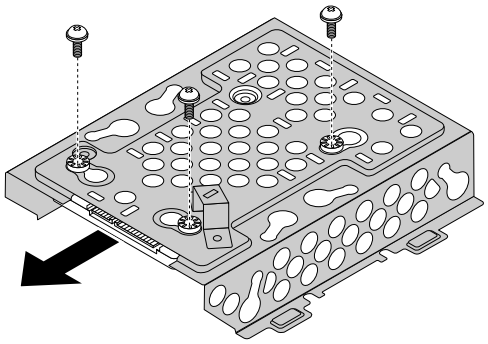

Figure 16. Removing the solid-state drive from the bracket

9. To install the new solid-state drive, position the new solid-state drive in the hard-disk-drive bracket so that the three screw holes in the solid-state drive align with the corresponding holes in the bracket. Then, install the three screws to secure the solid-state drive to the bracket.
10. Position the bracket with the new solid-state drive in the chassis so that the screw hole in the bracket aligns with the corresponding hole in the chassis. Then, install the screw to secure the bracket with the solid-state drive to the chassis.
11. Connect the solid-state drive cable to the new solid-state drive.
12. Install the hard-disk-drive EMI shield. See “Removing and installing the hard-disk-drive EMI shield” on page 77.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the optical drive

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the optical drive.

Note: The optical drive is available only in some models.

To replace the optical drive, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.

5. Remove the screw **1**, and then slide the optical drive out of the bay.

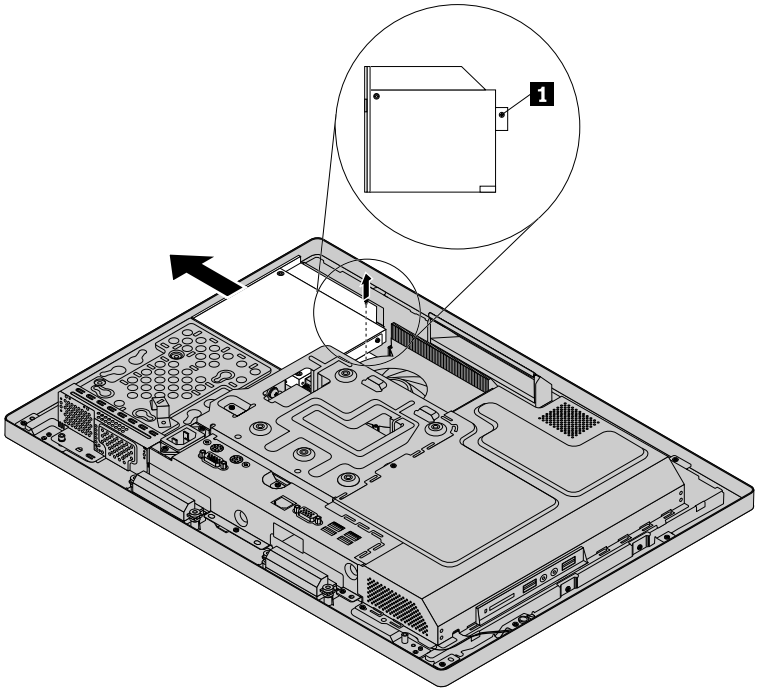

Figure 17. Removing the optical drive

6. To install a new optical drive, slide the new optical drive into the optical drive bay until the optical drive is seated in place and connected to the optical-drive cable.

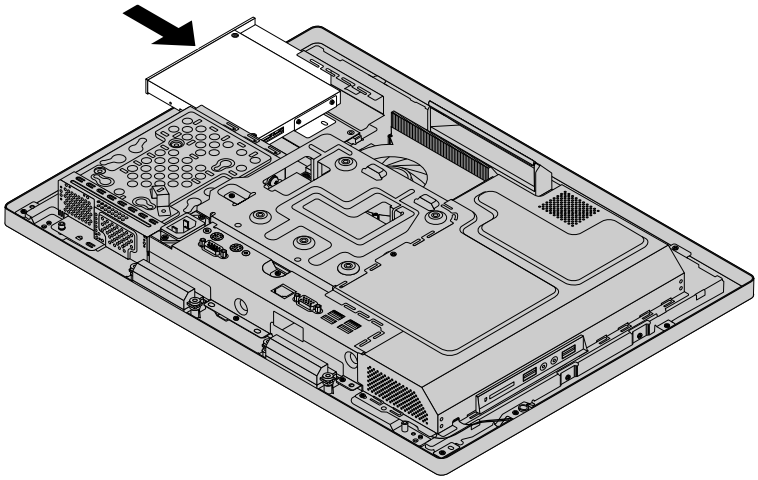

Figure 18. Installing the optical drive

7. Install the screw to secure the new optical drive to the chassis.

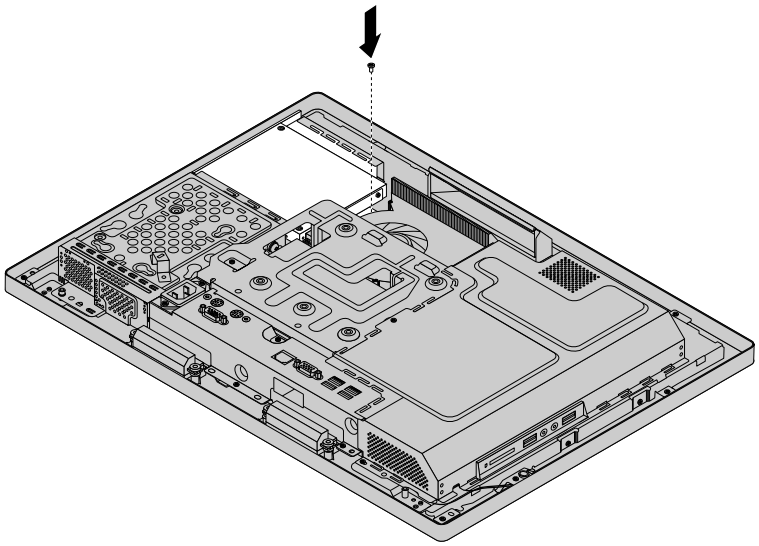

Figure 19. Installing the screw to secure the optical drive

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the converter board

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the converter board.

To replace the converter board, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the optical drive. See “Replacing the optical drive” on page 83.

6. Remove the two screws **1**.

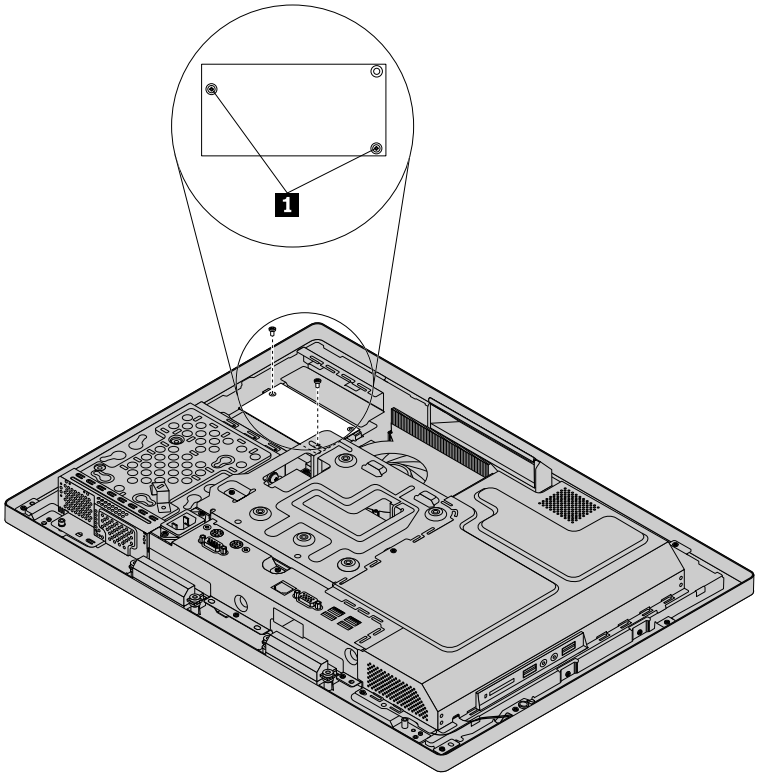

Figure 20. Removing the two screws that secure the converter board

7. Disconnect the two converter-board cables from the converter board, and then remove the converter board from the chassis.
8. To install the new converter board, connect the two converter-board cables to the new converter board.
9. Position the converter board so that the two screw holes in the converter board align with the corresponding holes in the chassis, and then install the two screws to secure the converter board to the chassis.
10. Install the optical drive. See “Replacing the optical drive” on page 83.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Removing and installing the system-board shield

This section provides instructions on how to remove and install the system-board shield.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

To remove and install the system-board shield, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.

2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the two screws **1**, and then remove the system-board shield from the chassis as shown.

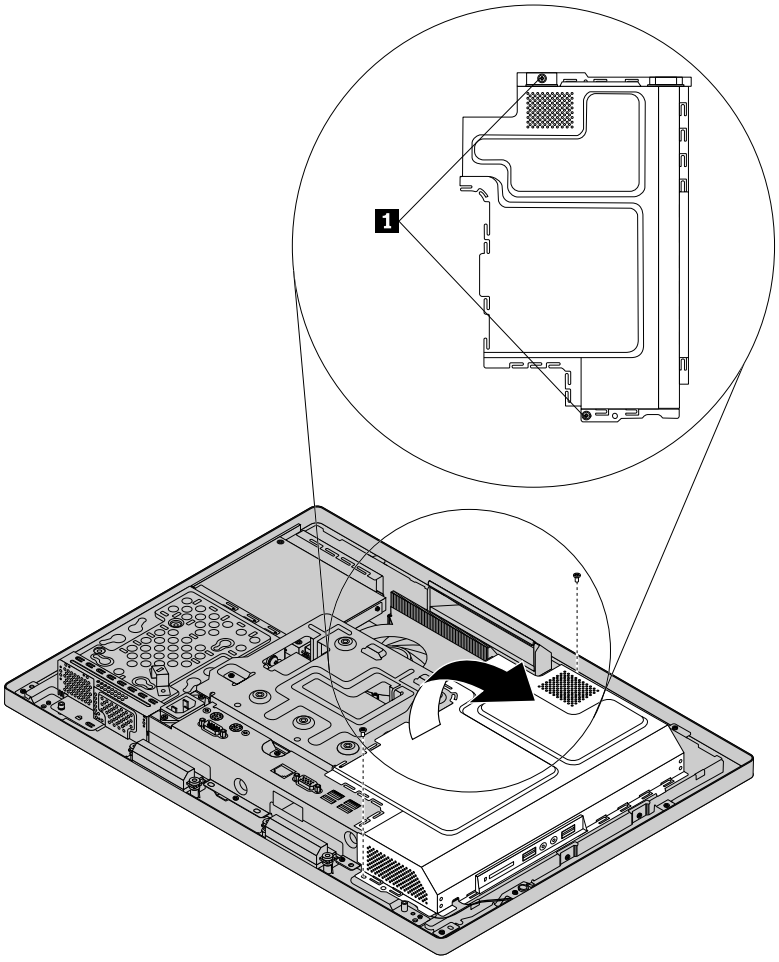

Figure 21. Removing the system-board shield

6. To install the system-board shield, position the system-board shield into the chassis so that the two screw holes in the system-board shield align with the corresponding holes in the chassis.
7. Install the two screws to secure the system-board shield to the chassis.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the rear I/O assembly

This section provides instructions on how to replace the rear input/output (I/O) assembly.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

To replace the rear I/O assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the five screws **1**, and then gently twist the rear I/O assembly to free it from the system board. Then, lift the rear I/O assembly as shown.

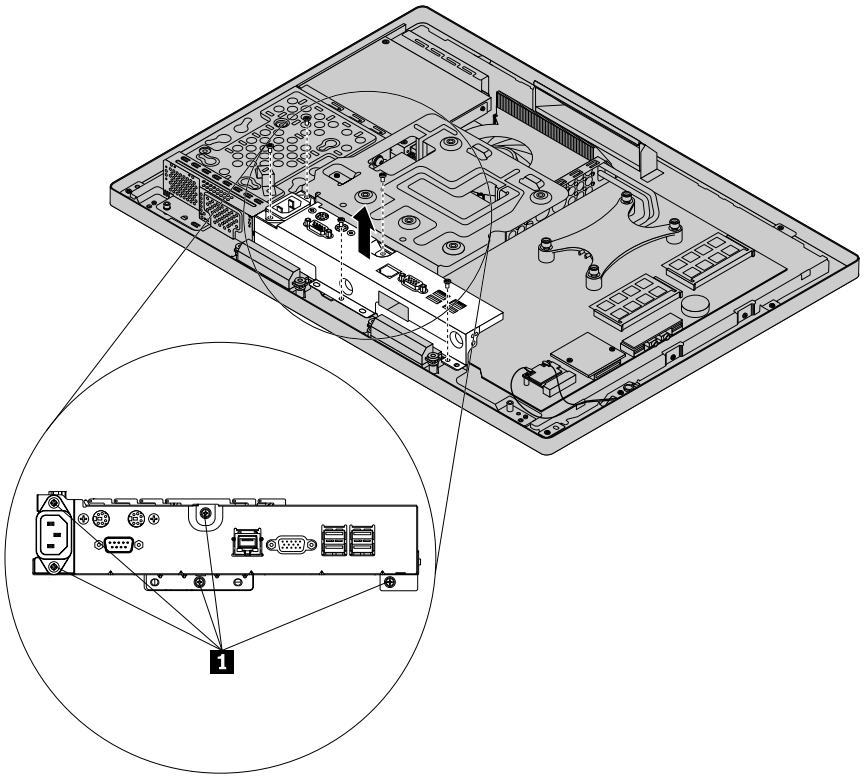

Figure 22. Removing the five screws that secure the rear I/O assembly

7. Remove the power cord connector from the rear I/O assembly.

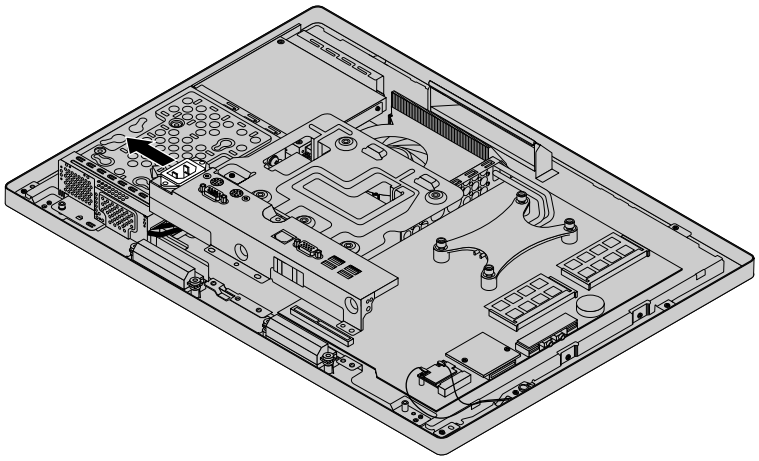

Figure 23. Removing the power cord connector

8. Disconnect the serial-connector cable and the PS/2 keyboard/mouse cable (if necessary) from the system board. Then, remove the rear I/O assembly from the chassis.
9. To install the new rear I/O assembly, connect the PS/2 keyboard/mouse cable (if necessary) and the serial-connector cable of the new rear I/O assembly to the system board. See “Locating parts on the system board” on page 71.
10. Note the orientation of the power cord connector and install it onto the new rear I/O assembly. Ensure that the two screw holes in the power cord connector align with the corresponding holes in the new rear I/O assembly.

11. Position the new rear I/O assembly over the rear I/O assembly connector on the system board so that the notch on the rear I/O assembly aligns with the key in the connector. Then, insert the rear I/O assembly into the connector until it is seated firmly and all the screw holes **1** align with the corresponding holes in the chassis.

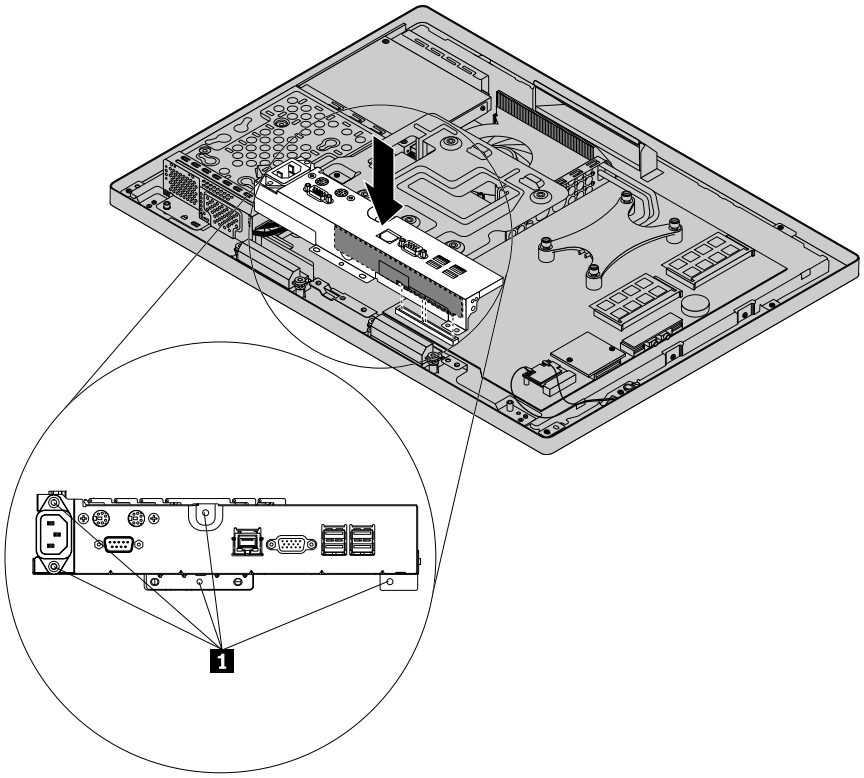

Figure 24. Installing the rear I/O assembly

12. Install the five screws to secure the rear I/O assembly to the chassis.

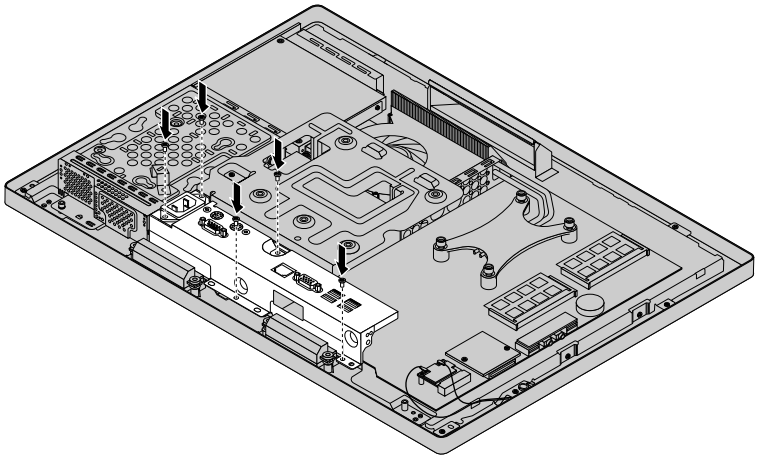

Figure 25. Installing the five screws to secure the rear I/O assembly

13. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the internal speakers

This section provides instructions on how to replace the internal speakers.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

To replace the internal speakers, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
7. Note the routing of the internal-speaker cables, and then disconnect the internal-speaker cables from the system board.
8. Lift the internal speakers to remove them from the chassis.

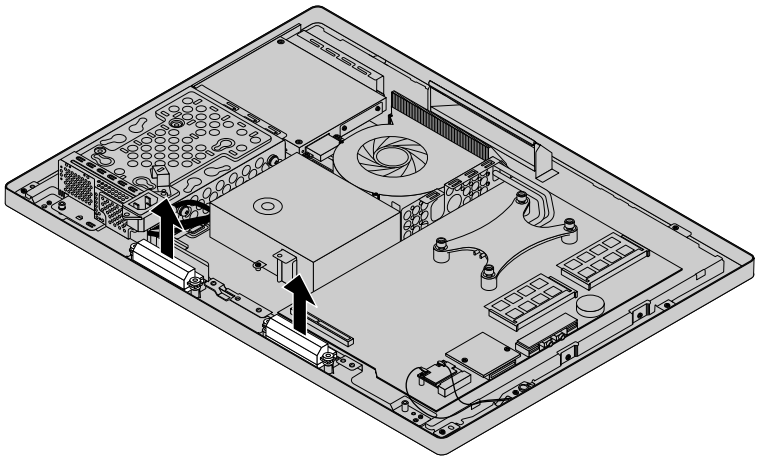

Figure 26. Removing the internal speakers

9. To install the new internal speakers, position the new internal speakers in the chassis so that each speaker is secured by the corresponding two tabs on the front bezel.

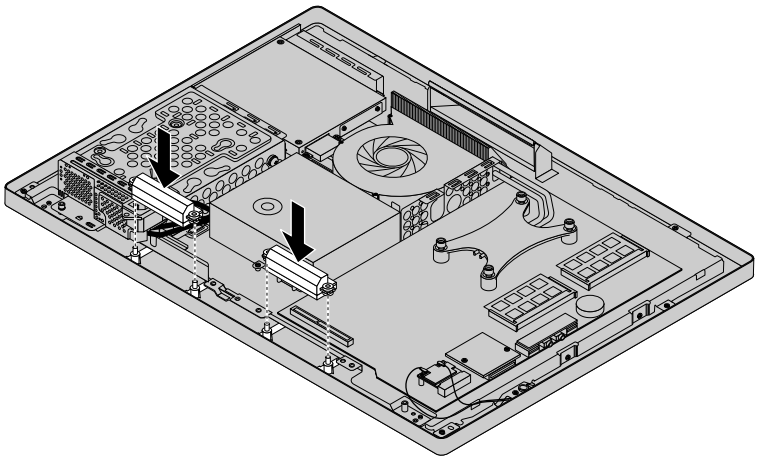

Figure 27. Installing the internal speakers

10. Route the cables of new internal speakers, and then connect the cables to the system board. See “Locating parts on the system board” on page 71.
11. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
12. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Removing and installing the control-button board

This section provides instructions on how to remove and install the control-button board.

Attention: Before you replace any FRU, be sure to read and understand Chapter 1 “Safety information” on page 1. These precautions and guidelines will help you work safely.

CAUTION:

Turn off the computer and wait three to five minutes to let the computer cool before removing the computer cover.

To remove and install the control-button board, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Slightly press the edge of the control-button board to release it from the latches **1**.

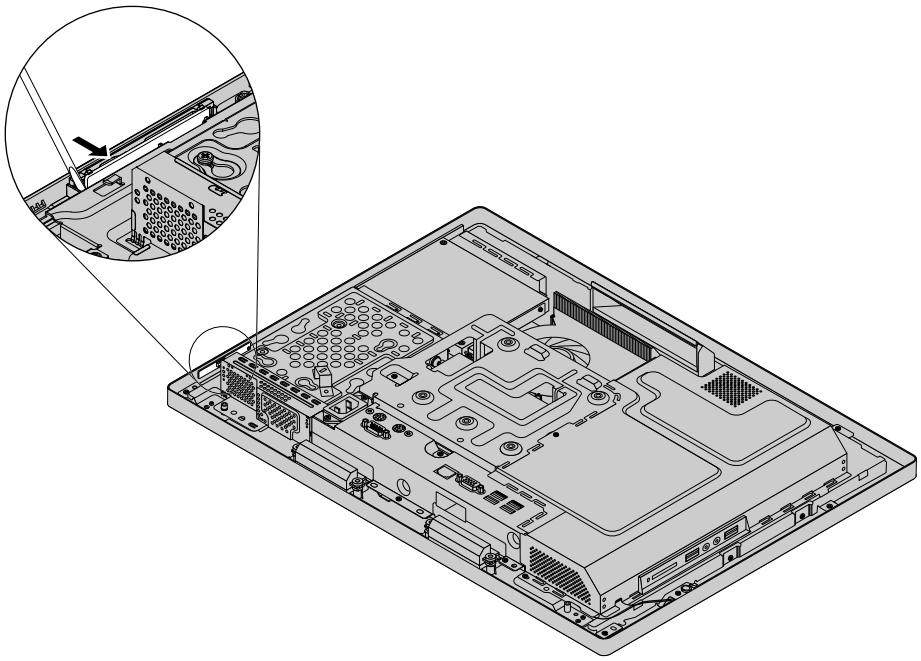

Figure 28. Removing the control-button board

6. Take out the control-button board.

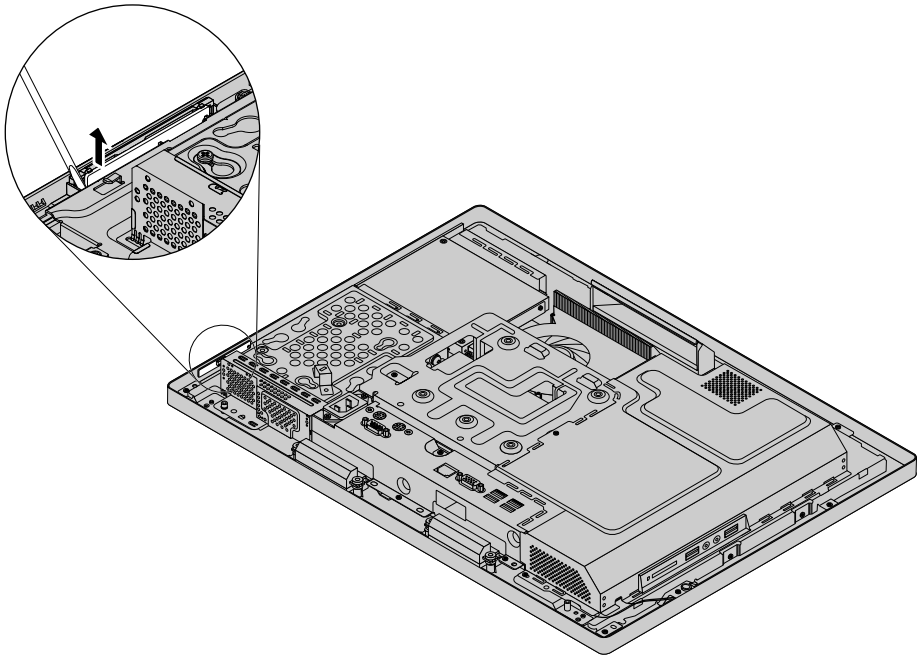

Figure 29. Taking out the control-button board

7. Install the control-button board, and ensure that it is secured by the latches.

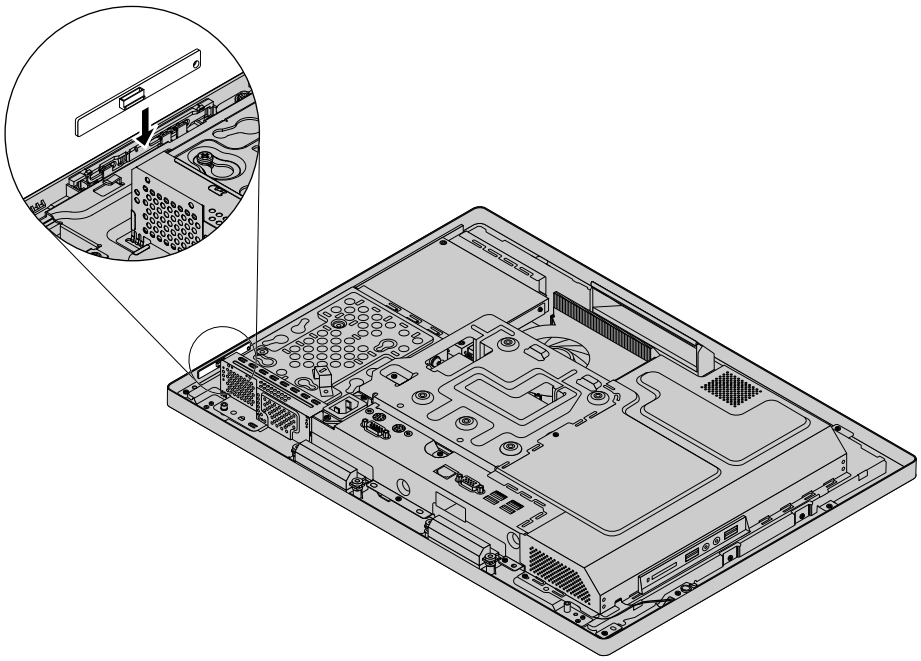

Figure 30. Installing the control-button board

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to "Completing the parts replacement" on page 119.

Removing and installing the VESA mount bracket

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 "Safety information" on page 1.

This section provides instructions on how to remove and install the Video Electronics Standards Association (VESA) mount bracket.

To remove and install the VESA mount bracket, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See "Removing and installing the computer stand" on page 73.
4. Remove the computer cover. See "Removing the computer cover" on page 76.
5. Remove the system-board shield. See "Removing and installing the system-board shield" on page 86.
6. Remove the rear I/O assembly. See "Replacing the rear I/O assembly" on page 87.

7. Remove the three screws 1, and then lift the VESA mount bracket to remove it from the chassis.

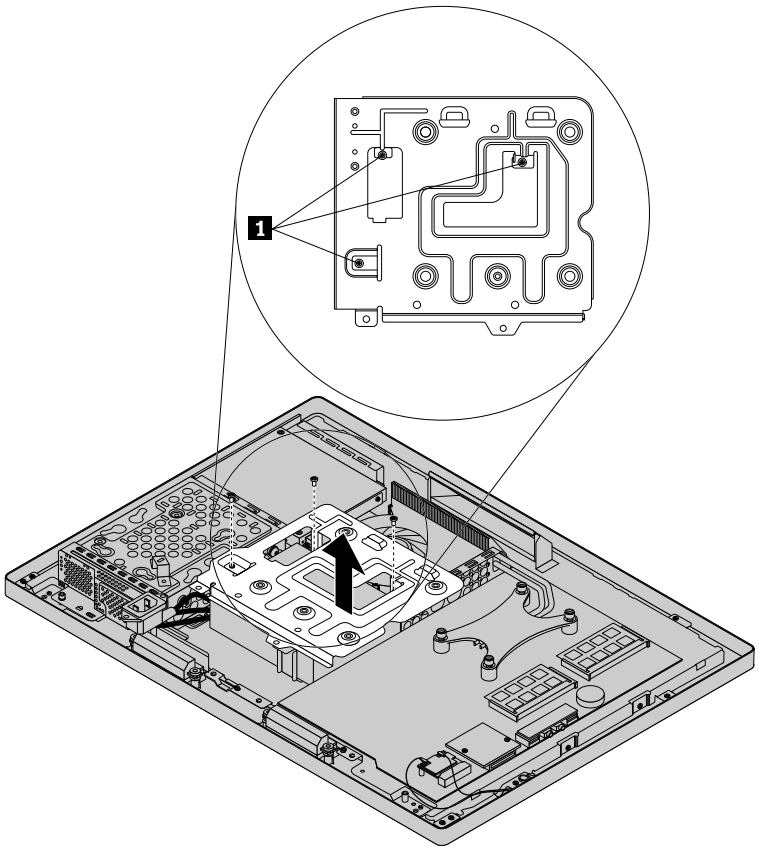

Figure 31. Removing the VESA mount bracket

8. To install the VESA mount bracket, position the VESA mount bracket in the chassis so that the three screw holes in the VESA mount bracket align with the corresponding holes in the chassis. Then, install the three screws to secure the VESA mount bracket.
9. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
10. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the power supply assembly

CAUTION:
Never remove the cover on a power supply or any part that has the following label attached.

Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the power supply assembly.

To replace the power supply assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
7. Remove the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
8. Disconnect the power-supply-assembly cable from the system board.
9. Remove the two screws **1** that secure the power supply assembly, and then lift the power supply assembly to remove it from the chassis.

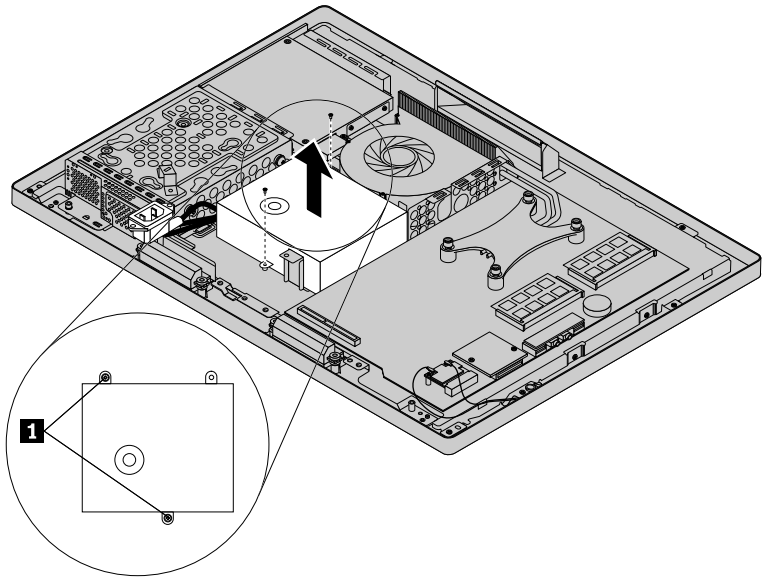

Figure 32. Removing the power supply assembly

10. To install the new power supply assembly, position the new power supply assembly in the chassis so that the two screw holes in the power supply assembly align with the corresponding holes in the chassis. Then, install the two screws to secure the new power supply assembly to the chassis.
11. Connect the new power-supply-assembly cable to the system board. See “Locating parts on the system board” on page 71.
12. Install the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
13. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.

14. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the system fan

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the system fan.

To replace the system fan, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
7. Remove the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
8. Note the routing of the microprocessor-fan cable, and then disconnect the cable from the system board.
9. Remove the two screws **1**, and then lift the system fan to remove it from the chassis.

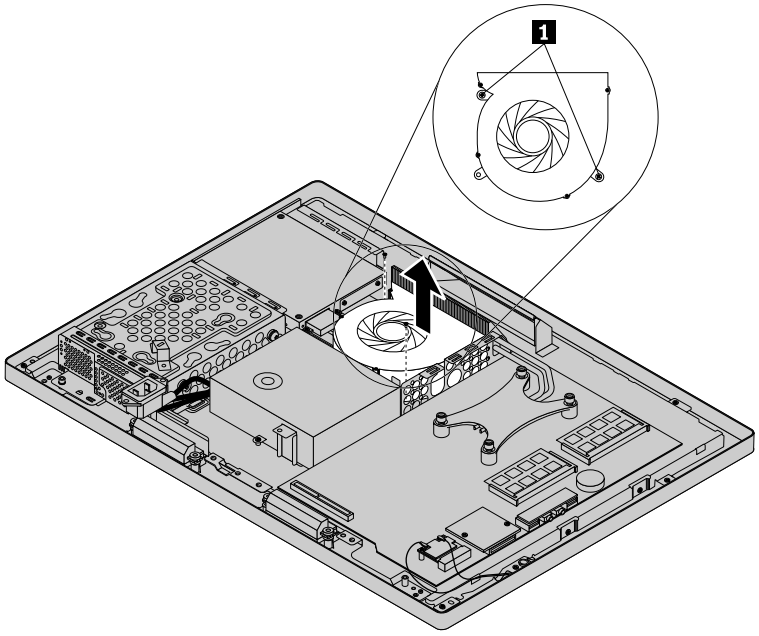

Figure 33. Removing the system fan

10. To install the new system fan, position the new system fan in the chassis so that the two screw holes in the new system fan align with the corresponding holes in the chassis. Then, install the two screws to secure the system fan to the chassis.
11. Route the cable of the new system fan, and then connect the cable to the system board. See “Locating parts on the system board” on page 71.
12. Install the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
13. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
14. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the integrated camera

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the integrated camera.

Note: The integrated camera is available only in some models.

To replace the integrated camera, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.

5. Remove the screw **1**, and then disconnect the integrated-camera cable from the camera. Then, remove the camera from the chassis.

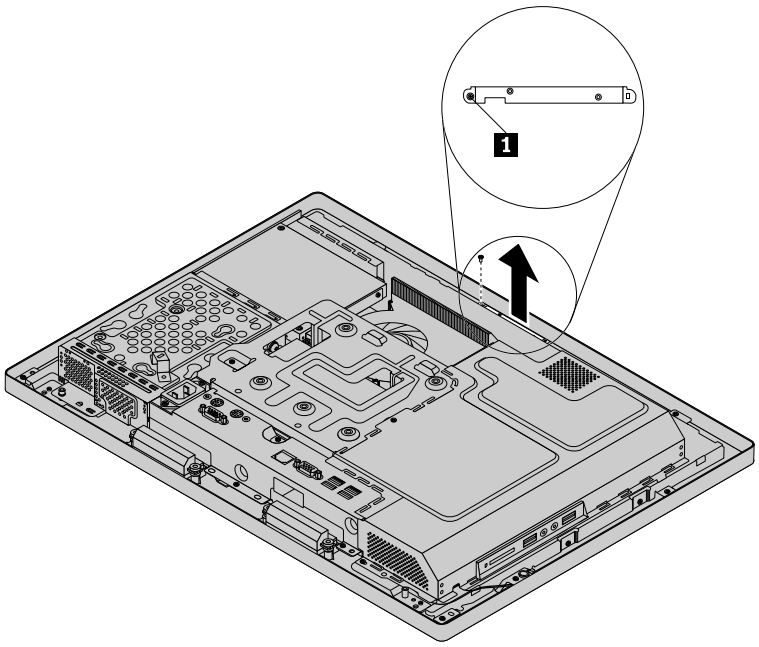

Figure 34. Removing the integrated camera

6. To install the new integrated camera, connect the integrated-camera cable to the new integrated camera.

7. Position the integrated camera so that the camera is secured by the tab 2 and the screw hole in the camera aligns with the corresponding hole 1. Install the screw to secure the integrated camera to the front bezel.

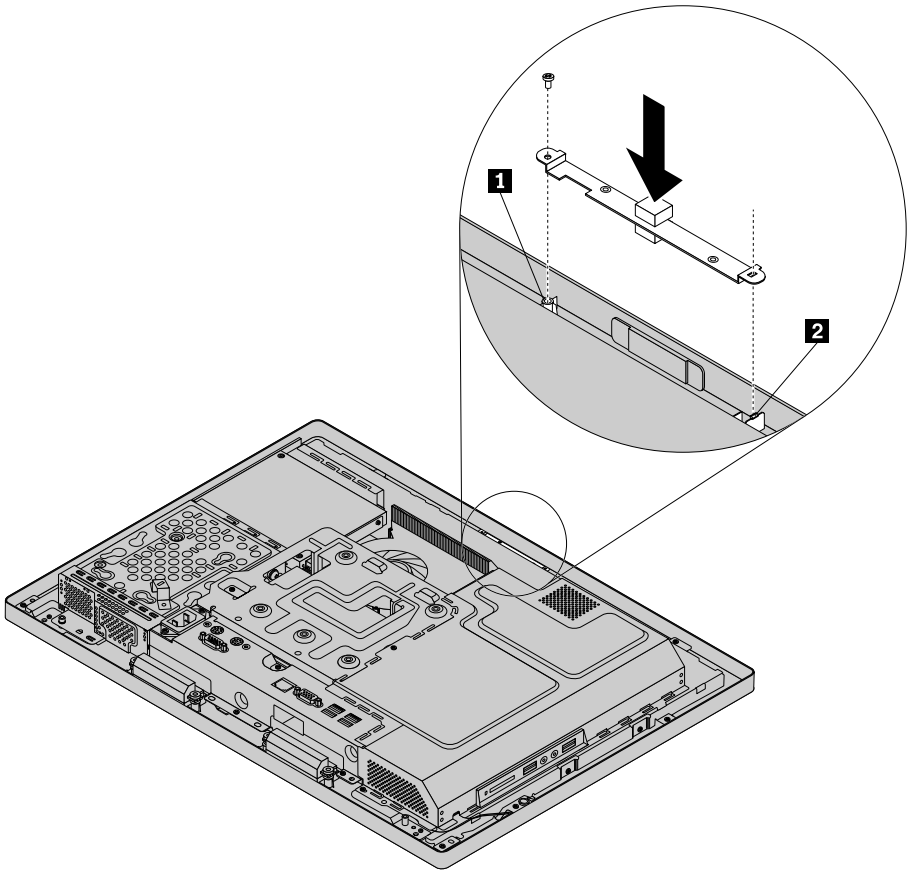

Figure 35. Installing the integrated camera

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to "Completing the parts replacement" on page 119.

Replacing the heat sink assembly

CAUTION:

The heat sink assembly might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 "Safety information" on page 1.

This section provides instructions on how to replace the heat sink assembly.

To replace the heat sink assembly, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Follow the sequence **1**, **2**, **3**, **4** as shown to loose the four screws that secure the heat sink assembly to the system board. Then, remove the screw **5** as shown. Lift the failing heat sink assembly off the system board.

   Notes:

   a. Carefully loosen the four screws from the system board to avoid any possible damage to the system board. The four screws cannot be removed from the heat sink assembly.

   b. You might have to gently twist the heat sink assembly to free it from the microprocessor.

   c. Do not touch the thermal grease while handling the heat sink assembly.

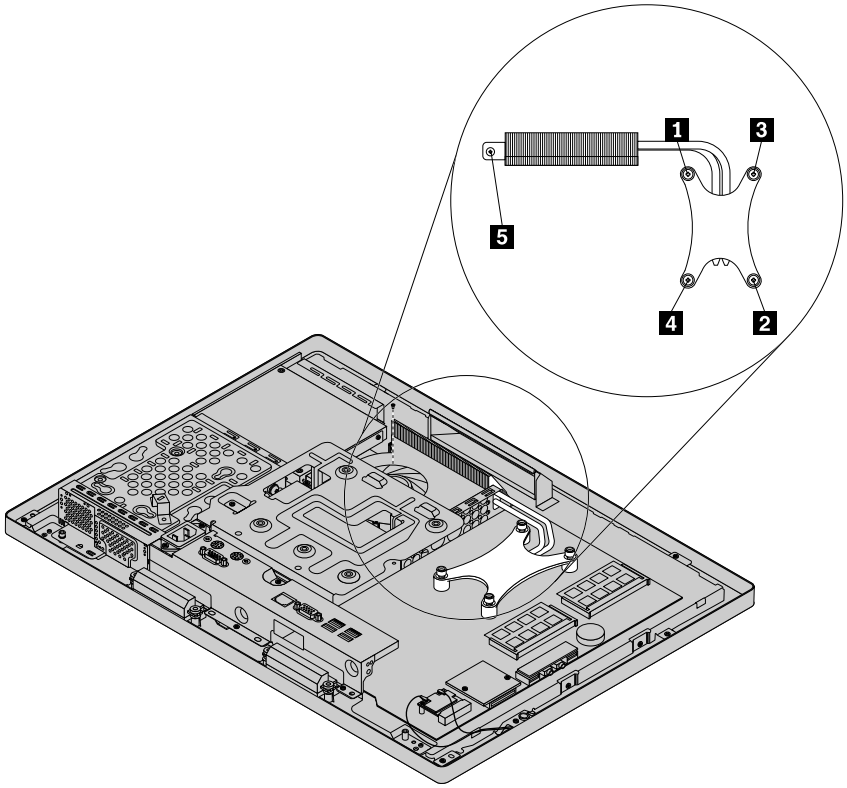

Figure 36. Removing the heat sink assembly

7. To install the new heat sink assembly, position the new heat sink assembly on the system board so that the four screws align with the corresponding holes in the system board.
8. Follow the sequence **1**, **2**, **3**, **4** to tighten the four screws to secure the heat sink assembly to the system board. Then, install the screw **5** to secure the heat sink assembly to the chassis.

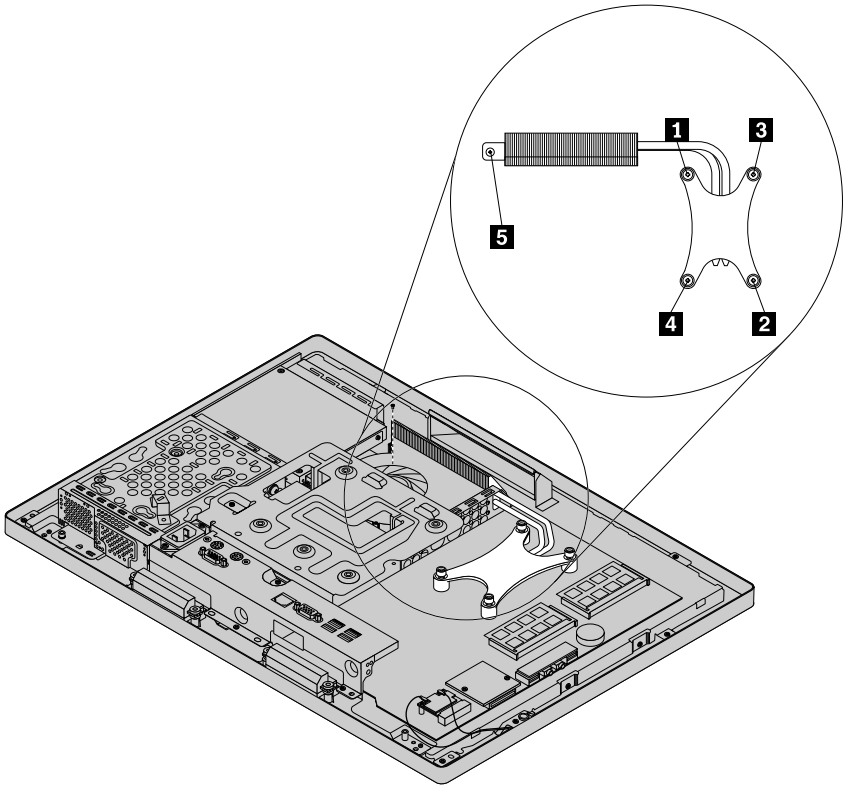

Figure 37. Installing the heat sink assembly

9. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the microprocessor

CAUTION:

The heat sink assembly might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the microprocessor.

To replace the microprocessor, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.

4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the heat sink assembly. See “Replacing the heat sink assembly” on page 100.
7. Press the small handle **1** to open the retainer **2** to access the microprocessor **3**.

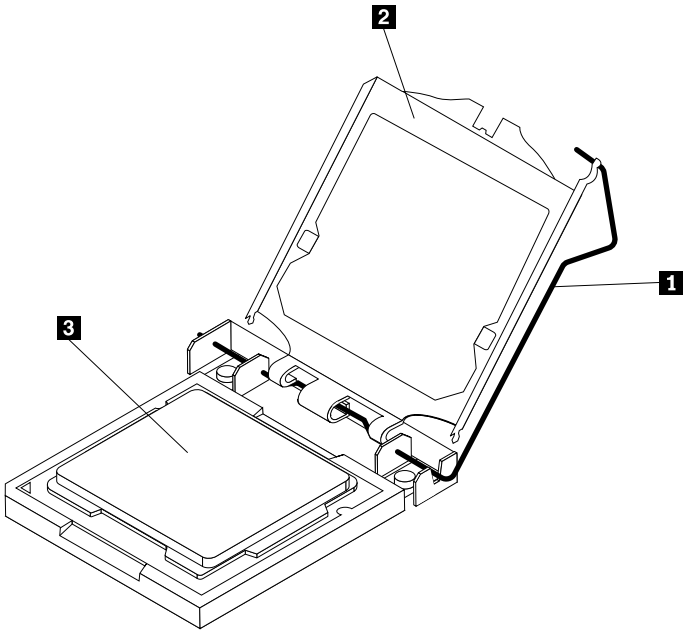

Figure 38. Opening the retainer to access the microprocessor

8. Lift the microprocessor straight up and out of the socket.

Notes:

a. Your microprocessor and socket might look different from the one illustrated.

b. Note the orientation of the microprocessor in the socket. You can either look for the small triangle 1 on one corner of the microprocessor or note the orientation of the notches 2 on the microprocessor. This is important when installing a new microprocessor on the system board.

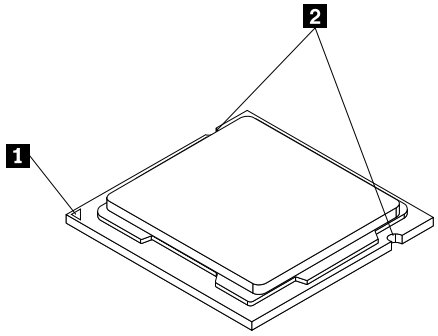

Figure 39. Noting the orientation of the microprocessor in the socket

c. Touch only the sides of the microprocessor. Do not touch the gold contacts on the bottom.

d. Do not drop anything onto the microprocessor socket while it is exposed. The socket pins must be kept as clean as possible.

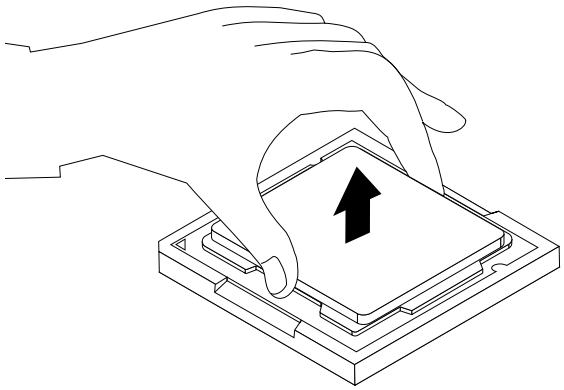

Figure 40. Removing the microprocessor

9. Make sure that the small handle is in the raised position and the microprocessor retainer is fully open.

10. Hold the new microprocessor and align the notches 2 on it with the alignment keys in the microprocessor socket, or align the small triangle 1 on one corner of the new microprocessor with the corresponding beveled corner of the microprocessor socket.

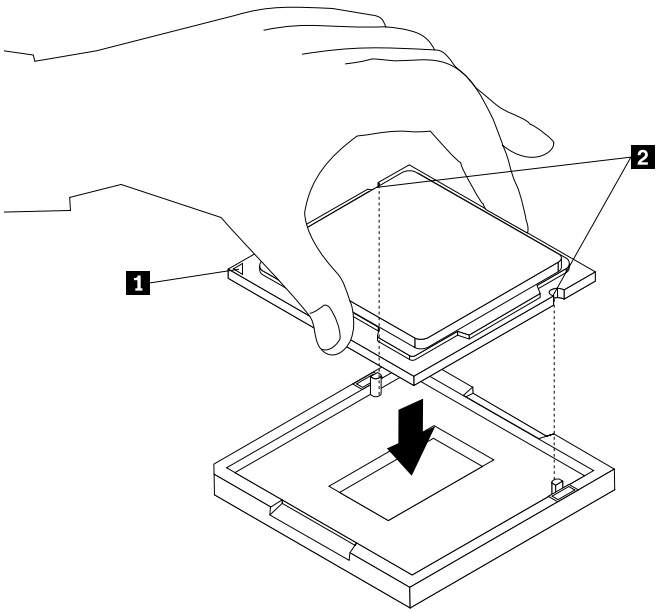

Figure 41. Installing the microprocessor

11. Lower the new microprocessor straight down into the microprocessor socket on the system board.
12. Close the microprocessor retainer and lock it into position with the small handle to secure the new microprocessor in the socket.
13. Install the heat sink assembly. See “Replacing the heat sink assembly” on page 100.
14. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Installing or replacing a memory module

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to install or replace a memory module.

Your computer has two memory slots for installing or replacing double data rate 3 small outline dual inline memory modules (DDR3 SODIMMs). When installing or replacing a memory module, use 2 GB, 4 GB or 8 GB DDR3 SODIMMs in any combination up to a maximum of 16 GB of system memory.

To install or replace a memory module, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.

3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Depending on whether you are installing or replacing a memory module, do one of the following:
   - If you are installing a memory module, go to step 7.
   - If you are replacing a memory module, open the retaining clips and gently pull the memory module out of the memory slot.

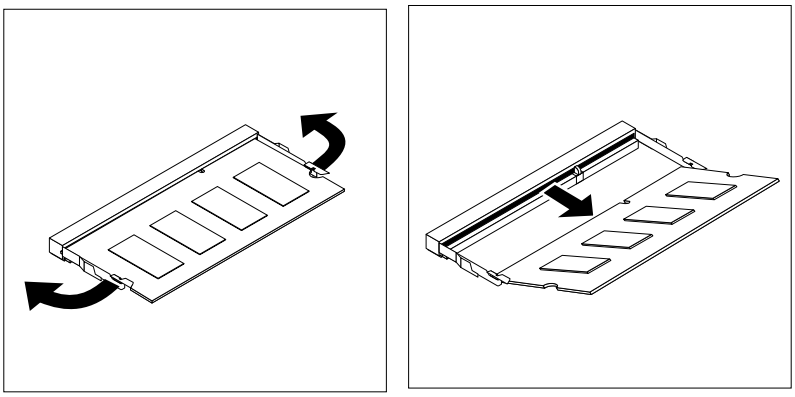

Figure 42. Removing a memory module

7. Position the new memory module so that the notch **2** on the memory module aligns with the key **1** in the memory slot. Then, insert the memory module into the memory slot at an angle of about 20 degrees. Ensure that the new memory module is inserted firmly and then pivot the memory module downward until it snaps into position.

   Notes:

   - Carefully handle the memory module by its edges.
   - Ensure that the memory module is secured in the slot and does not move easily.

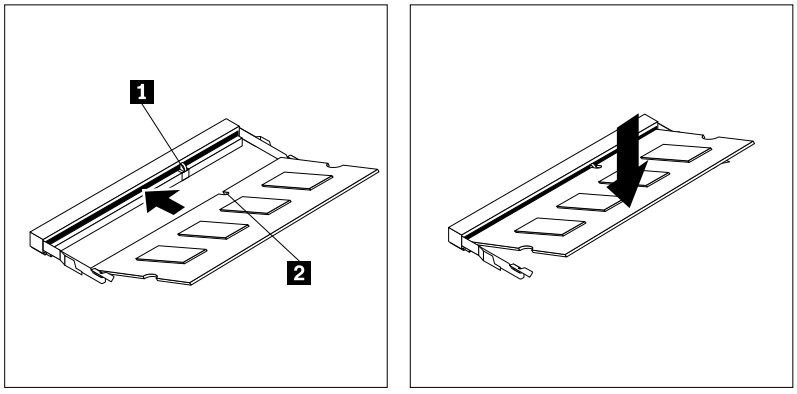

Figure 43. Installing a memory module

8. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the battery

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the battery.

Your computer has a special type of memory that maintains the date, time, and settings for built-in features, such as parallel-port assignments (configuration). A battery keeps the information active when you turn off the computer.

The battery normally requires no charging or maintenance throughout its life. However, if the battery fails, the date, time, and configuration information (including passwords) are lost. An error message will be displayed when you turn on the computer.

Refer to the “Lithium coin cell battery notice” in the *Safety, Warranty, and Setup Guide* for information about replacing and disposing of the battery.

To replace the battery, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the battery as shown.

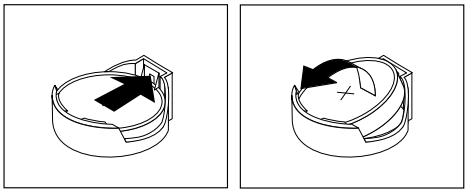

Figure 44. Removing the battery

7. Install a new battery as shown.

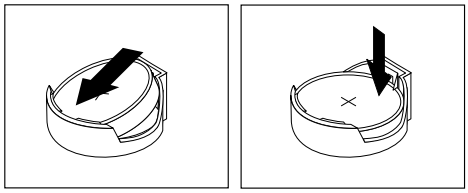

Figure 45. Installing the battery

8. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.
9. Install the computer cover. See “Completing the parts replacement” on page 119.
10. Install the computer stand. See “Removing and installing the computer stand” on page 73.
11. Connect the external cables and the power cord to the computer.
12. Turn on the computer and all attached devices.

    Note: When you turn on the computer for the first time after replacing the battery, an error message might be displayed. This is normal after replacing the battery.
13. Use the Setup Utility program to set the date, time, and any passwords. See Chapter 5 “Using the Setup Utility program” on page 53.

Replacing the card reader

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

Note: The card reader is available only in some models.

This section provides instructions on how to replace the card reader.

To replace the card reader, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Disconnect the card-reader cable from the card reader.

7. Remove the two screws 1, and then remove the card reader from the chassis.

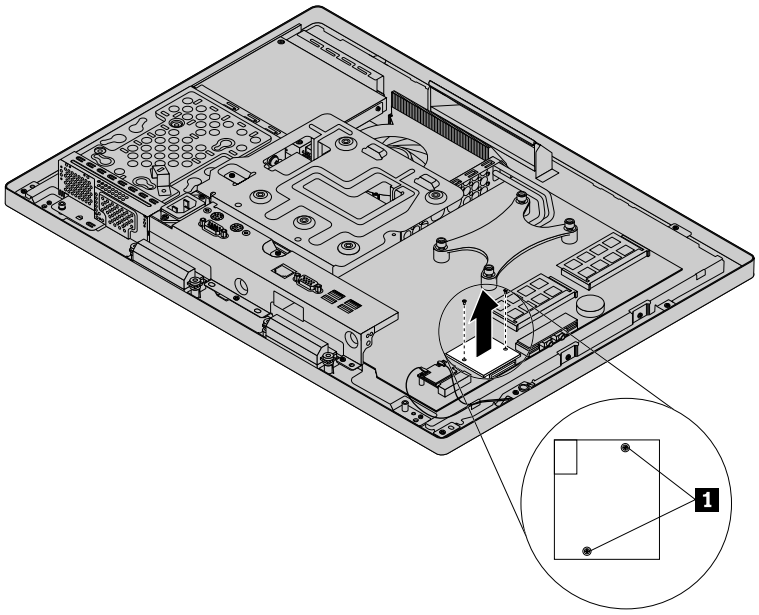

Figure 46. Removing the card reader

8. To install the new card reader, position the new card reader on the system board so that the two screw holes in the card reader align with the corresponding holes in the system board. Then, install the two screws to secure the card reader to the system board.
9. Connect the card-reader cable to the new card reader.
10. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the Wi-Fi card

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

Note: The Wi-Fi card is available only in some models.

This section provides instructions on how to replace the Wi-Fi card.

To replace the Wi-Fi card, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.

6. Disconnect the two Wi-Fi antenna cables from the Wi-Fi card, and then remove the screw that secures the Wi-Fi card so that the Wi-Fi card pops up.

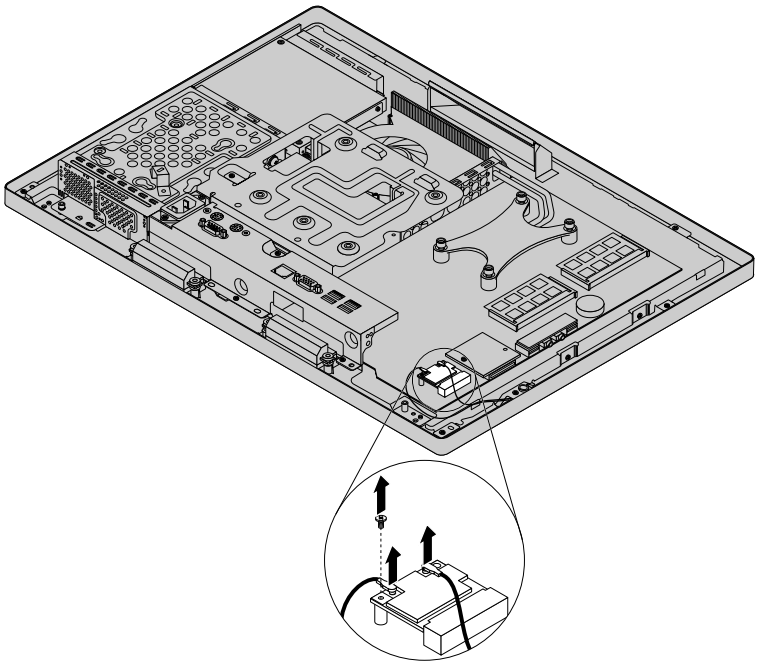

Figure 47. Disconnecting cables and releasing the Wi-Fi card

7. Remove the Wi-Fi card from the mini PCI Express card slot as shown.

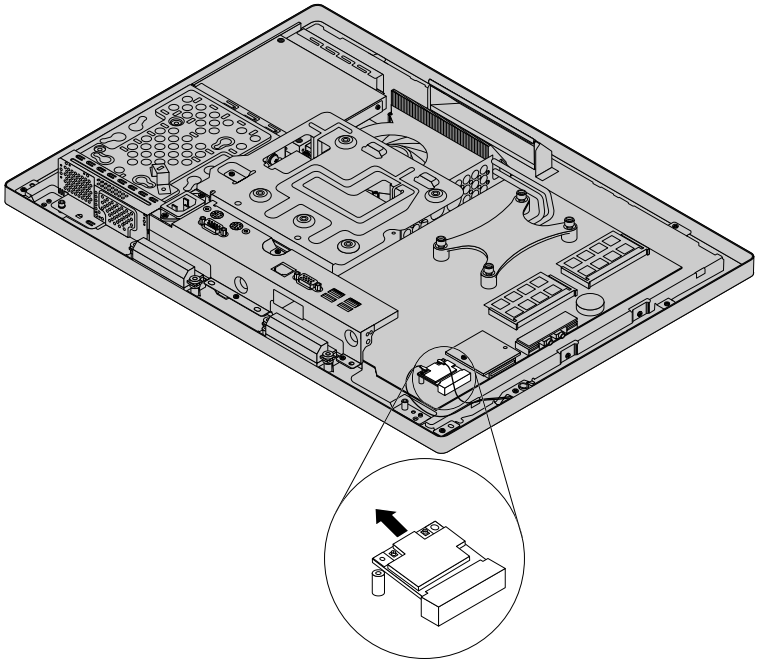

Figure 48. Removing the Wi-Fi card

8. To install the new Wi-Fi card, insert the notched end of the new Wi-Fi card into the mini PCI Express card slot at an angle of about 20 degrees. Ensure that the Wi-Fi card is inserted firmly. Then, pivot the Wi-Fi card downward so that the screw hole in the Wi-Fi card aligns with the mounting stud on the system board.

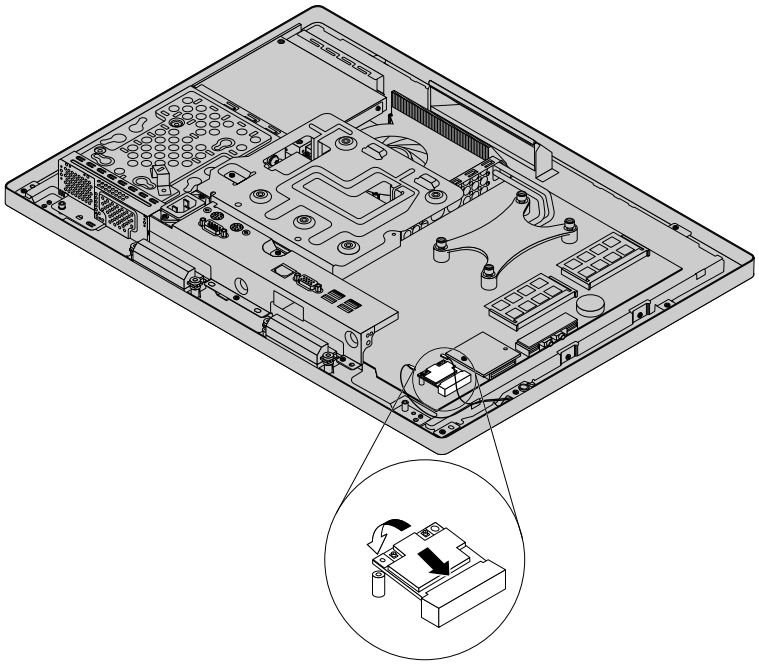

Figure 49. Installing the Wi-Fi card

9. Install the screw to secure the Wi-Fi card to the system board, and then connect the two Wi-Fi antenna cables to the Wi-Fi card.

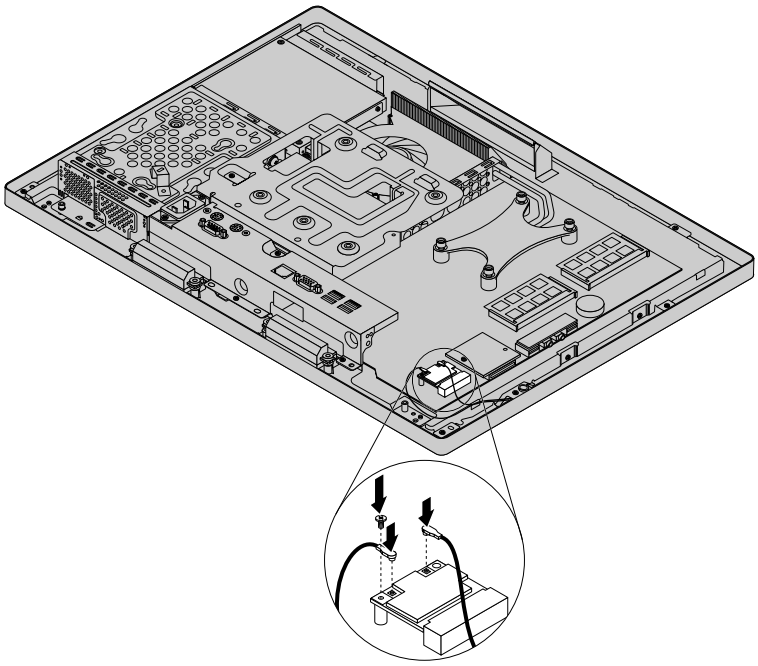

Figure 50. Securing the Wi-Fi card and connecting cables

10. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Replacing the system board

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the system board.

CAUTION:

The heat sink assembly and microprocessor might be very hot. Before you open the computer cover, turn off the computer and wait several minutes until the computer is cool.

To replace the system board, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.

5. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
6. Remove the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
7. Remove the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
8. Remove the heat sink assembly. See “Replacing the heat sink assembly” on page 100.
9. Remove the memory modules. See “Installing or replacing a memory module” on page 105.
10. Remove the card reader. See “Replacing the card reader” on page 108.
11. Remove the Wi-Fi card. See “Replacing the Wi-Fi card” on page 109.
12. Record the cable routing and cable connections, and then disconnect all cables from the system board. See “Locating parts on the system board” on page 71.
13. Remove the six screws that secure the system board, and then carefully lift the system board out of the chassis.

    Note: Carefully handle the system board by its edges.

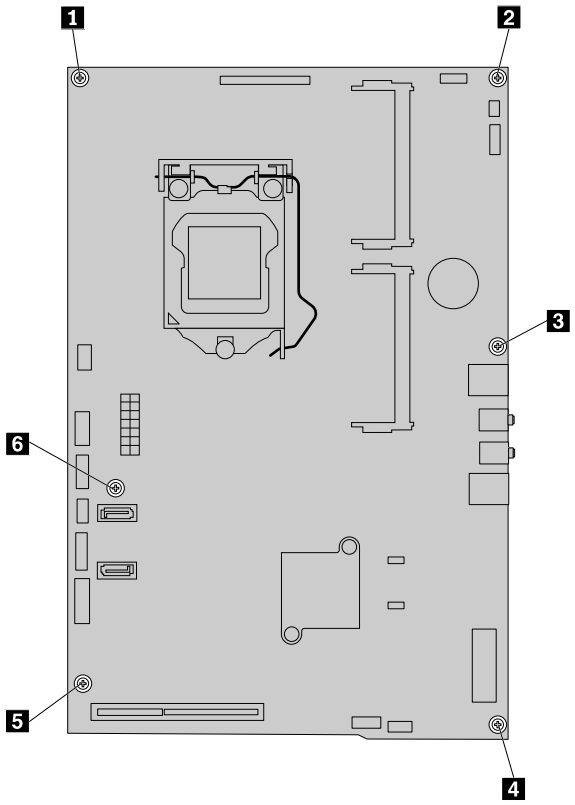

Figure 51. Removing the six screws that secure the system board

14. Remove the microprocessor from the failing system board, and then install it onto the new system board. See “Replacing the microprocessor” on page 102.
15. To install the new system board, position the new system board in the chassis so that the six screw holes in the system board align with the corresponding holes in the chassis. Then, install the six screws to secure the system board to the chassis.
16. Route all the cables that you disconnected from the system board, and then connect the cables to the system board. See “Locating parts on the system board” on page 71.
17. Install the Wi-Fi card. See “Replacing the Wi-Fi card” on page 109.
18. Install the card reader. See “Replacing the card reader” on page 108.

19. Install the memory modules. See “Installing or replacing a memory module” on page 105.
20. Install the heat sink assembly. See “Replacing the heat sink assembly” on page 100.
21. Install the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
22. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
23. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.
24. Install the computer cover. See “Completing the parts replacement” on page 119.
25. Install the computer stand. See “Removing and installing the computer stand” on page 73.
26. Connect the external cables and the power cord to the computer.

The failing system board must be returned with a microprocessor socket cover to protect the pins during shipping and handling.

To install the microprocessor socket cover, do the following:

1. After you have removed the microprocessor from the failing system board, close the microprocessor retainer and then put the lever to the locked position to secure the retainer in place.
2. Note the orientation of the socket cover, and install one side of the socket cover into the microprocessor socket. Carefully press the other side of the socket cover downward until the socket cover snaps into position.

   Note: The microprocessor socket cover might look slightly different from the illustration.

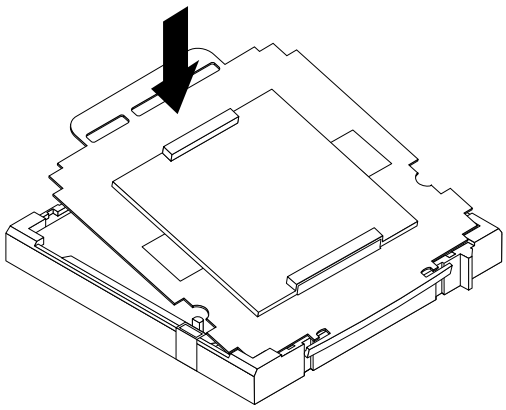

Figure 52. Installing the microprocessor socket cover

3. Carefully check the four corners of the socket cover to ensure that the cover is seated securely.
4. Follow any additional instructions that are included with the replacement part you received.

Replacing the LCD panel

Attention: Do not open your computer or attempt any repair before reading and understanding the Chapter 1 “Safety information” on page 1.

This section provides instructions on how to replace the liquid crystal display (LCD) panel.

To replace the LCD panel, do the following:

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.

2. Place a soft, clean towel or cloth on the desk or other flat surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand. See “Removing and installing the computer stand” on page 73.
4. Remove the computer cover. See “Removing the computer cover” on page 76.
5. Remove the hard disk drive. See “Replacing the 3.5-inch hard disk drive or hybrid drive” on page 79 or “Replacing the 2.5-inch solid-state drive or hybrid drive” on page 81.
6. Remove the optical drive. See “Replacing the optical drive” on page 83.
7. Remove the converter board. See “Replacing the converter board” on page 85.
8. Remove the system-board shield. See “Removing and installing the system-board shield” on page 86.
9. Remove the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
10. Remove the internal speakers. See “Replacing the internal speakers” on page 91.
11. Remove the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
12. Remove the power supply assembly. See “Replacing the power supply assembly” on page 95.
13. Remove the system fan. See “Replacing the system fan” on page 97.
14. Disconnect the LCD-panel cable from the system board.

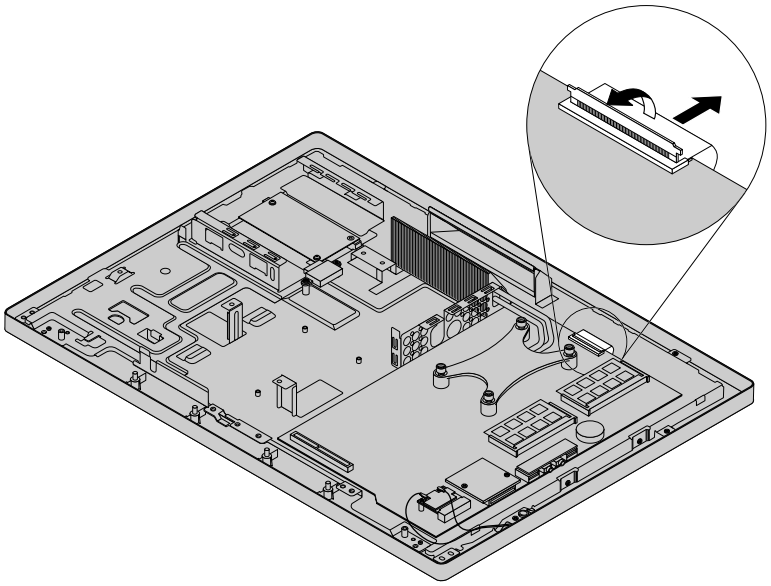

Figure 53. Disconnecting the LCD panel cable from the system board

15. Note the cable routing and disconnect other cables that might prevent your operation. Then, disconnect the cables from the system board.

16. Remove the screws that secure the chassis with the LCD panel.

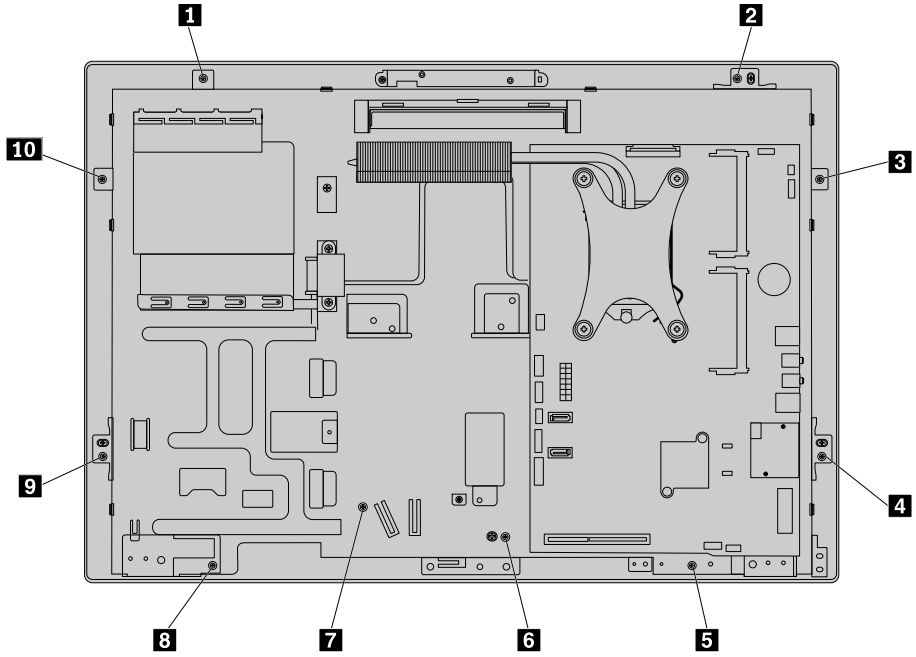

Figure 54. Removing the eight screws that secure the chassis with the LCD panel

17. Pivot the eight retaining clips outward as shown one by one, and then remove the chassis with the LCD panel from the front bezel.

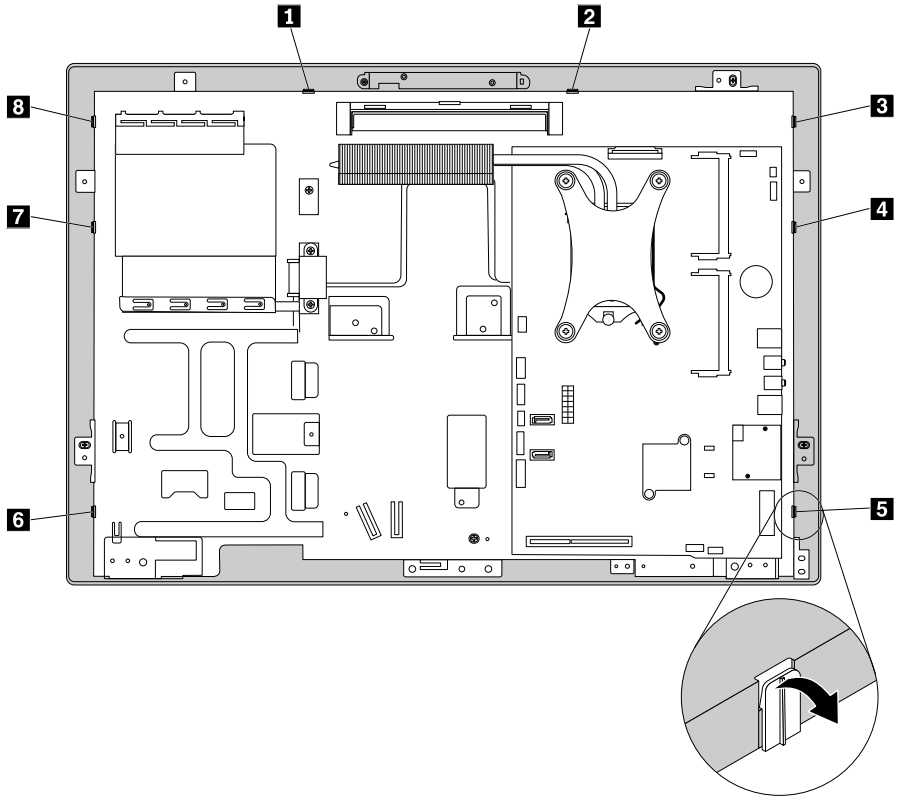

Figure 55. Removing the chassis with the LCD panel

18. Remove the four screws that secure the LCD panel to the chassis.

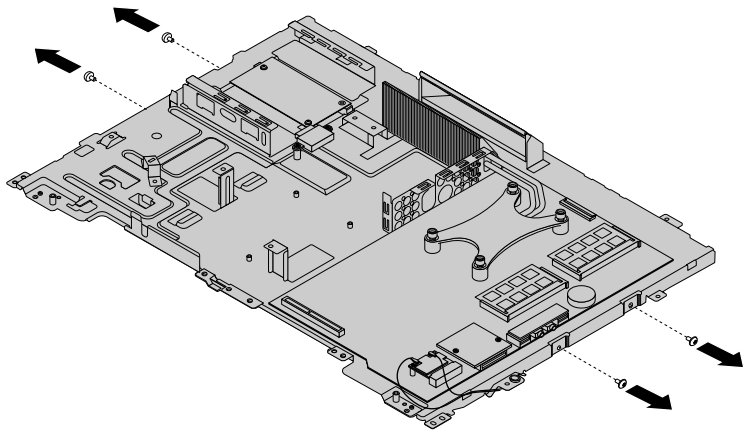

Figure 56. Removing the four screws that secure the LCD panel

19. Lift the chassis a little bit upward to access the LCD-panel cable and the converter-board cable. Note the cable routing and disconnect the converter-board cable from the LCD panel. Then, remove the LCD panel from the chassis.

20. To install the new LCD panel, position the chassis over the new LCD panel and correctly route the new LCD-panel cable and the converter-board cable. Then, connect the converter-board cable to the new LCD panel.
21. Align the four screw holes in the LCD panel with the corresponding holes in the chassis, and then install the four screws to secure the LCD panel to the chassis.
22. Position the chassis with the new LCD panel so that it is secured by the eight retaining clips on the front bezel. Then, install the eight screws to secure the chassis with the new LCD panel to the front bezel.
23. Connect the new LCD-panel cable to the system board as shown.

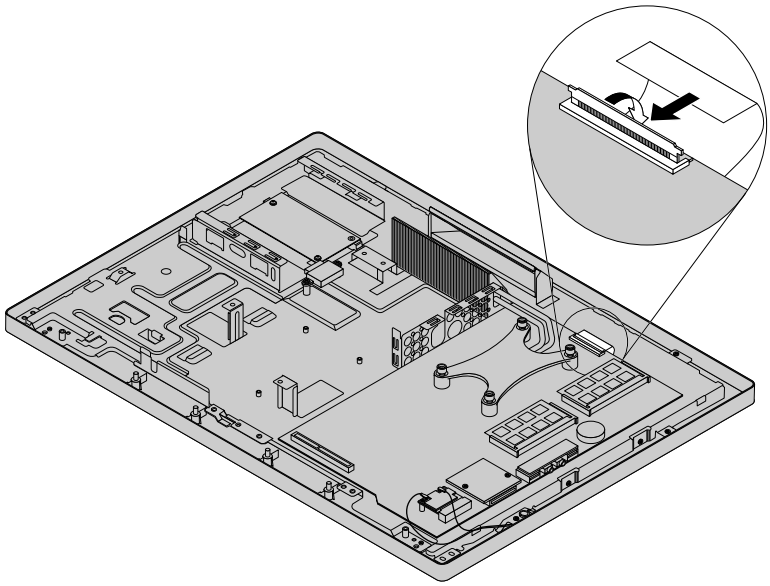

Figure 57. Connecting the LCD panel cable to the system board

24. Route and connect all the cables that you have disconnected. See “Locating parts on the system board” on page 71.
25. Install the system fan. See “Replacing the system fan” on page 97.
26. Install the power supply assembly. See “Replacing the power supply assembly” on page 95.
27. Install the VESA mount bracket. See “Removing and installing the VESA mount bracket” on page 94.
28. Install the internal speakers. See “Replacing the internal speakers” on page 91.
29. Install the rear I/O assembly. See “Replacing the rear I/O assembly” on page 87.
30. Install the system-board shield. See “Removing and installing the system-board shield” on page 86.
31. Install the converter board. See “Replacing the converter board” on page 85.
32. Install the optical drive. See “Replacing the optical drive” on page 83.
33. Install the hard disk drive. See “Replacing the 3.5-inch hard disk drive or hybrid drive” on page 79 or “Replacing the 2.5-inch solid-state drive or hybrid drive” on page 81.

What to do next:

- To work with another piece of hardware, go to the appropriate section.
- To complete the installation or replacement, go to “Completing the parts replacement” on page 119.

Completing the parts replacement

After completing the installation or replacement for all parts, you need to install the computer cover and connect cables.

To install the computer cover and connect cables, do the following:

1. Ensure that all components have been reassembled correctly and that no tools or loose screws are left inside your computer. See “Locating major FRUs and CRUs” on page 68 for the locations of various components in your computer.
2. Ensure that the cables are routed correctly before installing the computer cover. Keep cables clear of the hinges and sides of the chassis to avoid interference with installing the computer cover.
3. Position the computer cover into place and then tighten the two screws **1** to secure the computer cover.

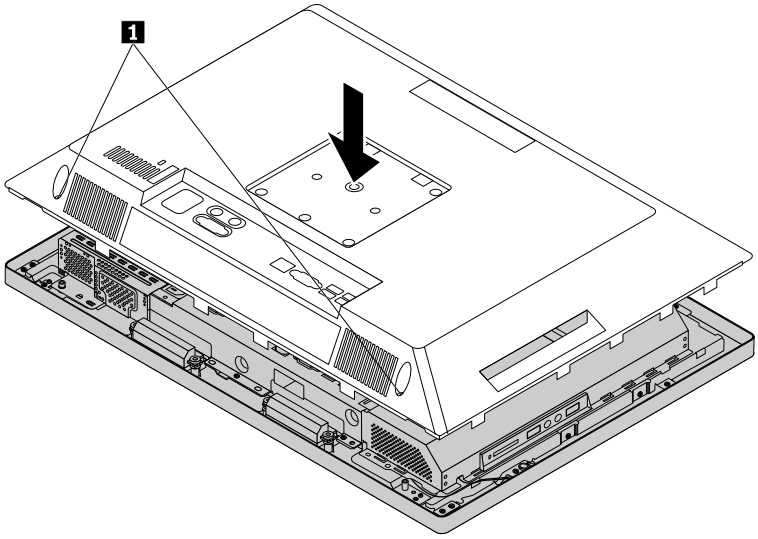

Figure 58. Installing the computer cover

4. Install the computer stand. See “Removing and installing the computer stand” on page 73.
5. If a Kensington-style cable lock is available, lock the computer cover.
6. Connect the external cables and the power cord to the computer.
7. Depending on the parts you installed or replaced, you might need to confirm the updated information in the Setup Utility program. Refer to Chapter 5 “Using the Setup Utility program” on page 53.

Note: In most areas of the world, Lenovo requires the return of the defective Customer Replaceable Unit (CRU). Information about this will come with the CRU or will come a few days after the CRU arrives.

Chapter 9. Additional service information

This chapter provides additional information that the service representative might find helpful.

Security features

Security features in this section include the following:

- Passwords
- Vital Product Data

Hardware controlled passwords

Hardware controlled passwords are set using the Setup Utility program. For more information about passwords, see “Using passwords” on page 53.

Operating system password

An operating system password is very similar to a power-on password and denies access to the computer by an unauthorized user when the password is activated. The computer is unusable until the password is entered and recognized by the computer.

Vital product data

Each computer has a unique Vital Product Data (VPD) code stored in the nonvolatile memory on the system board. After you replace the system board, the VPD must be updated. To update the VPD, see “BIOS update procedures” on page 121.

BIOS levels

An incorrect level of BIOS can cause false errors and unnecessary FRU replacement. Use the following information to determine the current level of BIOS installed in the computer, the latest BIOS available for the computer, and where to obtain the latest level of BIOS.

- To determine the current Level of BIOS:
  - Start the Setup Utility.
  - Select Standard CMOS Features.
- Sources for obtaining the latest level BIOS available
  1. Lenovo support web site: http://www.lenovo.com/support.
  2. Lenovo Customer Support Center
  3. Levels 1 and 2 Support

To update (flash) the BIOS, see “BIOS update procedures” on page 121.

Note: BIOS settings vary by operating system. Change the BIOS settings before installing a new operating system. See “Changing the BIOS settings before installing a new operating system” on page 57.

BIOS update procedures

This section details how to update (flash) the BIOS.

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Updating (flashing) the BIOS from a disc

This section provides instructions on how to update (flash) the BIOS from a disc on the Windows 8.1 (64-bit) operating system and on other operating systems.

Note: You can download a self-starting bootable disc image (known as an ISO image) with the system program updates to create a system-program-update disc. Go to http://www.lenovo.com/support.

To update (flash) the BIOS from a disc on the Windows 8.1 (64-bit) operating system, do the following:

1. Start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
2. From the Setup Utility program main menu, select **Exit → OS Optimized Default → Disabled**.
3. Select **Yes** in the window displayed and press Enter to confirm your selection.
4. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 57.
5. Repeatedly press and release F12 when turning on the computer. When the Startup Device Menu window opens, release F12.
6. From the Startup Device Menu window, select the desired optical drive as the startup device. Then, insert the disc into this optical drive and press Enter. The update begins.
7. When prompted to change the serial number, it is suggested that you do not make this change by pressing N. However, if you do want to change the serial number, press Y, and then type in the serial number and press Enter.
8. When prompted to change the machine type and model, it is suggested that you do not make this change by pressing N. However, if you do want to change the machine type and model, press Y, and then type in the machine type and model and press Enter.
9. Follow the instructions on the screen to complete the update. After the update is completed, remove the disc from the optical drive.
10. Restart your computer and start the Setup Utility program. See “Starting the Setup Utility program” on page 53.
11. From the Setup Utility program main menu, select **Exit → OS Optimized Default → Enabled**.
12. Select **Yes** in the window displayed and press Enter to confirm your selection.
13. Press F10 to save changes and exit the Setup Utility program. See “Exiting the Setup Utility program” on page 57.

To update (flash) the BIOS from a disc on other operating systems, do the following:

1. Turn off your computer.
2. Repeatedly press and release F12 when turning on the computer. When the Startup Device Menu window opens, release F12.
3. From the Startup Device Menu window, select the desired optical drive as the startup device. Then, insert the disc into this optical drive and press Enter. The update begins.
4. When prompted to change the serial number, it is suggested that you do not make this change by pressing N. However, if you do want to change the serial number, press Y, and then type in the serial number and press Enter.
5. When prompted to change the machine type and model, it is suggested that you do not make this change by pressing N. However, if you do want to change the machine type and model, press Y, and then type in the machine type and model and press Enter.
6. Follow the instructions on the screen to complete the update. After the update is completed, remove the disc from the optical drive.

Updating (flashing) the BIOS from your operating system

Note: Because Lenovo makes constant improvements to its Web sites, the Web page contents are subject to change without notice, including the contents referenced in the following procedure.

To update (flash) the BIOS from your operating system, do the following:

1. Go to http://www.lenovo.com/support.
2. Click **Download Drivers & Software**.
3. Click **Use Quick Path**.
4. Type the 4-digit machine type for your computer in the **Quick Path** field and then click **Find My Product**.
5. Click **BIOS**.
6. Locate the BIOS version that you want to download.
7. Click **Click for files**. All available files will be displayed.
8. Click the link for the readme file that contains the instructions for updating (flashing) the BIOS from your operating system.
9. Print these instructions. This is very important because these instructions will not be displayed on the screen after the download begins.
10. Follow the printed instructions to download, extract, and install the update.

Recovering from a POST/BIOS update failure

If the power to your computer is interrupted while the POST and BIOS is being updated, your computer might not restart correctly. If this happens, perform the following procedure to recover from the POST and BIOS update failure. This procedure is commonly called Boot-block Recovery.

1. Remove all media from the drives and turn off all attached devices and the computer. Then, disconnect all power cords from electrical outlets and disconnect all cables that are connected to the computer.
2. Place a soft, clean towel or cloth on the desk or surface. Hold the sides of your computer and gently lay it down so that the screen is against the surface and the cover is facing up.
3. Remove the computer stand.
4. Remove the computer cover.
5. Remove the system-board shield.
6. Locate the Clear CMOS /Recovery jumper on the system board.
7. Move the jumper from the standard position (pin 1 and pin 2) to the maintenance position (pin 2 and pin 3).
8. Install the system-board shield.
9. Install the computer cover.
10. Install the computer stand.
11. Connect the external cables and the power cord to the computer.
12. Turn on the computer and then insert the POST and BIOS update (flash update) disc into the optical drive. Wait a few minutes. Then, the recovery session begins. The recovery session will take two to three minutes. During this time, a warning message will be displayed and no action is needed from you.
13. After the recovery session is completed, there will be no video, and your computer will automatically turn off.
14. Repeat step 1 through step 6.
15. Move the Clear CMOS /Recovery jumper back to the standard position (pin 1 and pin 2).
16. Repeat step 8 through step 11.
17. Turn on the computer to restart the operating system.

Power management

Power management reduces the power consumption of certain components of the computer such as the system power supply, processor, hard disk drives, and some monitors.

Advanced configuration and power interface (ACPI) BIOS

Being an ACPI BIOS system, the operating system is allowed to control the power management features of the computer and the setting for Advanced Power Management (APM) BIOS mode is ignored. Not all operating systems support ACPI BIOS mode.

Automatic Power-on features

The Automatic Power-On features within the Power Management menu allow you to enable and disable features that turn on the computer automatically.

- **Wake Up on Alarm**: You can specify a date and time at which the computer will be turned on automatically. This can be either a single event or a daily event.
- **Wake On LAN**: If the computer has a properly configured token-ring or Ethernet LAN adapter card that is Wake On LAN-enabled and there is remote network management software, you can use the Wake On LAN feature. When you set Wake On LAN to **Enabled**, the computer will turn on when it receives a specific signal from another computer on the local area network (LAN).

To enable the Wake On LAN function or the Wake Up on Alarm function on the Windows 8.1 operating system, do the following:

1. Open Control Panel.
2. Click **Hardware and Sound** → **Power Options**.
3. In the left panel, do one of the following:
   - For Windows 8.1: Click **Choose what the power button does**.
4. In the **Shutdown setting** section, clear **Turn on fast startup**.

   Note: If the settings are unavailable, click **Change settings that are currently unavailable**.
5. Click **Save changes**.

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